Customer Care Workbench 11

Customer Care: Workbench 11

Workbench Compliance and Standards Management Solutions

Workbench Professional and Quality Workbench are the flagship products of Ideagen Software Limited, who have been leading the way in software solutions aimed at Document, Compliance and Standards management since 1993.

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1 Introducing Workbench

Workbench is a collection of software modules designed to assist in the implementation and smooth operation of day to day management control. The overall system consists of the following modules:-

- Audits
- Customer Care
- Document Control
- Nonconformities
- ReportQuest **
- Test and Calibration
- Training

** ReportQuest is different in concept to the other modules; it is a ‘plug-in’ rather than ‘stand-alone’ module. It integrates with any or all other modules and utilises the information stored in them.

Each module (apart from ReportQuest) has been carefully designed to be a powerful individual management aid and for many organisations it may be entirely appropriate to run any on a ‘stand-alone’ basis. There is, however, considerable integration between the different modules and this could offer many benefits to organisations running a comprehensive quality or other compliance management system. Any company that wishes to adopt a ‘phased’ implementation can add modules to the system as and when required.

The System Manager and Personnel modules are installed as an integral part of all other modules. The System Manager handles most of the system's security and it is envisaged that access to this module will be restricted to the system administrator and/or personnel with the highest security clearance. The Personnel module maintains a centralised database of personnel that can be accessed by every installed module; again it is suggested that access to this module be restricted.

Each module has its own electronic reference manual and on-screen Help system that is context-sensitive; these guides should not, however, be seen as a substitute for professional advice and training. Workbench is designed to be extremely easy to use in its daily operation but the preliminary setting up of a module can be relatively complex. We urge taking appropriate advice in these circumstances wherever possible, particularly where some doubt exists as to the best method of achieving specific business aims with the software.

The Help files assume that you have either Workbench Professional or Quality Workbench with all optional areas licensed. Any areas not licensed, will not be available.

1.1 Customer Care

The Customer Care module offers an easy and systematic way of logging and tracking customer complaints. It works as an effective module on its own, but is also an important part of the integrated Workbench system, designed to help companies achieve quality management control.

The internal monitoring of the progress of a complaint is a powerful feature of the module; the type and extent of monitoring can be customised to suit any company be they product or service based, large or small.

The maintenance of customer and contact records is an essential part of the module and users are encouraged to log as much detail as possible in order to offer an efficient service and to maximise customer satisfaction. Complaints can, however, be processed with minimal information, and a Quick Complaint Wizard allows the reporting, actioning and completion of a complaint in one easy dialog. This may be sufficient for the needs of smaller organisations or where it is necessary to simply record a complaint that has actually been resolved.

The comprehensive history log, shown on the History page of each complaint, means that it is possible to give customers a current picture of exactly how their complaint is progressing - what action(s), if any, are being taken, and by whom. Whenever an action has been carried out as a result of forward messaging, (**File | User Preferences** | Forwarding external mail) its corresponding history entry is suffixed with an asterisk (*); details of the user who undertook the action are shown by right-clicking on the relevant entry.

Business rules and/or complaint timing may be applied to the whole complaint procedure; these features automate the messaging system and the timing of responses to the complaint.

Tight access control means that the administrator may set up the running of the module so that users can only see the part of a complaint or action for which they have ultimate responsibility.

The flexibility of the system extends to the many types of report that can be compiled, giving the administrator and/or quality manager valuable data such as the type and frequency of recurring complaints or how quickly complaints in certain departments are being dealt with.

1.1.1 Access and security

The module can be configured so that only individuals or groups with access can report, assess and/or process customer care and/or complaint records. This means that unauthorised personnel can be prevented from viewing specific records where this is contrary to company policy. Access is controlled by the administrator using the System Manager module.

Further controls allow the system administrator to configure System Wide and Customer Care specific settings from the Workbench Configuration Centre - see Customer Care system settings.

1.1.2 Customer Care and messaging

The Customer Care module fully supports the mail and messaging mechanisms found throughout Workbench. These allow the processing of messages through external e-mail systems, originally set up per user by the system administrator.

Additionally, the system maintains Tasks and Notifications buttons on the main tool bar which notify relevant users of the progress of a customer complaint and/or inform them of tasks which they are required to perform (see Customer Care messages). Figures next to these buttons are constantly up-dated; a yellow light bulb alerts you to un-read messages.

As all these messaging mechanisms are highly configurable, a close fit to your preferred way of working and communicating can always be achieved.

1.2 Updates for Workbench 11

Workbench 11 includes several updates that have been introduced at the request of current users and are intended to enhance the product and give greater ease of working. None of the existing functionality of Workbench has been removed. Access settings for each area of configuration have been retained; visibility and access to changes will still depend on access rights.

NB. **Wherever reference is made (in Help topics) to the 'system administrator' this includes any user who also has access to the relevant options in the System Manager module. However, because the configuration options are so many, we strongly advise that access to the System Manager is very**

strictly controlled.

Each relevant Help topic covers any changes in detail, but the main new system-wide updates and those affecting the Customer Care module specifically are listed here.

System wide - general updates

The following general system updates have been added to Workbench 11.

- A new workflow setting *Automatically delete completed tasks* is switched off by default; if checked, then all completed tasks will automatically be deleted.
- A warning appears if the Caps Lock is on whilst typing a Password. This applies to the Workbench Login dialog and all other dialogs where a password is required.
- User Defined Analysis labels have been increased to accept up to 255 characters.

Customer Care module

The only new feature for Customer Care Workbench 11 is in the **Process Corrective Action** dialog. For full details, please see the relevant Help topic.

- You may now view the **Analysis** page tab when processing a corrective action.

Nonconformities module

The **Report NCR** dialog and the **NCR Wizard** now have **Customer** and **Contact** fields (as in the Customer Care module). The same customer and contact records will be referenced by both the Nonconformities and Customer Care modules (and Audits module if installed).

1.3 Customer Care menus

After logging in, the main Workbench window will appear, allowing access to all licensed modules. A right-click menu enables you to show or hide the Calendar button, Menus, Modules, Notifications button, Speedbar (Speed buttons) and/or Tasks button independently. **NB**. The option to display a Web Page as a back-drop to Workbench is controlled by workflow settings.

You may configure the main Workbench screen by moving different menu bars - to do this, grab the small vertical bar to the left of any individual menu bar and drag the whole thing to its new position. Any re-arrangement will be saved locally so that each individual's set-up will be retained.

Click on the Customer Care module button to view its main window. The main menu has nine headings - File, Module and Help are common to all modules; the other six headings and their menu items run the module and are described briefly below.

Complaint menu

The Complaint menu is where complaints are initially recorded; this can be done by simply registering the complaint, for assessment at a later date, or by recording and assessing the complaint at the same time.

The menu also contains a Quick Complaint Wizard that allows you to process a complaint from start to finish in one dialog. This can only be used to record complaints that have already been dealt with; but they are recorded and stored in the same format as other complaints and can be viewed in the same way at any time. An entry is made in the complaint's history log that they were created on a certain date using the Wizard and by whom.

Within this menu you may also view any complaint, regardless of its status or how it was created.

Control menu

Once reported, a complaint moves to the Control menu where it progresses through its life-cycle from assessment to final sign-off.

On acceptance of the complaint, corrective actions are recommended - these may be assigned or transferred to other personnel if appropriate. Each corrective action moves through the cycle independently until all are completed or marked as Abandoned (reasons must be given for abandoning an action).

Whilst the complaint is still open its severity level may be changed.

When all the 'child' actions of a complaint have been processed, a final review is given to the parent complaint before being signed off. It is still possible to decline sign-off (with good, stated reason), in which case the complaint moves complaints have been signed off, they may then be purged from the system if required.

Transfer menu

Complaints may be transferred in one of two ways - automatically, through use of the Response bands or manually, using the Transfer menu. Complaints can only be transferred from their current ‘owner’ to other personnel when both parties are in agreement.

The Transfer menu controls the raising of a manual transfer request by the complaint owner, and the opening of either type of transfer request for acceptance or rejection by the prospective transferees.

Settings menu

Much of the information needed to complete each complaint record is set up initially in the Settings menu - information such as the type / severity of a complaint and the type of action to be taken.

Product / Supplier records and Customer/Contact record are also set up and maintained in the Settings menu and user-definable analysis for complaints, customers, contacts and suppliers is compiled here.

If the Rules option is switched on, (in the Workbench configuration centre), Default Business Rules, Business Rules and Response bands may be configured from the Settings menu. If Rules are not switched on, the Rules option will not appear in the Settings menu at all.

Reports menu

The Reports menu makes provision for different types of report to be viewed, saved to file and/or printed. The flexibility of the reporting system allows for virtually any customer care information to be searched for, sorted and presented in many different ways. Printed reports offer a useful service by allowing specific personnel to have access to only that information which is appropriate to them.

The reports can very easily be set up to supply only information that meets certain precise selected criteria - freeing quality managers to proceed with more constructive work.

For users with appropriate access rights, reports generated by ReportQuest can be accessed (read-only) from this menu.

1.4 System menus

Several menu options are common to more than one Workbench module:-

- The File, Module and Help menus are always present on the main menu structure, irrespective of the particular modules you have purchased and installed.

- The Product option (Settings menu) is used by the Customer Care, Nonconformities, Test and Calibration modules.
- The Suppliers option (Settings menu) is used by the Audits, Customer Care, Nonconformities, Test and Calibration, and Training modules.
- The User Defined Analysis (UDA) option is also found in the Settings menu of individual modules and can be set up for different areas ie. Personnel UDA in the Personnel module, Supplier and/or Course UDA in the Training module. The only modules that do not use User Defined Analysis are ReportQuest and the System Manager module.
- User Defined Reports can be accessed from all modules apart from Personnel and System Manager.

1.5 Personnel module

This module is installed as an integral part of all other modules. It is dedicated to maintaining a centralised database of all personnel, accessible to every other installed module. It is responsible for setting up and maintaining the history of all personnel including Workbench users.

It is highly recommended that you establish your personnel records before beginning to use other modules in the system as the records are referred to and used throughout Workbench.

1.6 System Manager module

This module is installed as an integral part of all other modules. It is a vital area of Workbench as it handles much of the system's security by granting or revoking access to menu items for individual users or groups of users (Access Templates). After granting access at menu level you may have a further option to determine what rights the user has in a given dialog (eg. read-only, ability to add new records etc.). Overall this gives you extremely tight control over which users can access which part(s) of the system. The dialog used to control access is designed to make this administration task as easy as possible.

An additional benefit of such tight control is the sheer convenience it offers. Presenting users with precisely the menu options they need to do their work is much clearer and less confusing for them than being faced with a whole list of irrelevant (for them) menu options.

The **Workbench Configuration Centre** is also housed within the System Manager module and presents all Workbench globally configurable options in a single dialog. This means that the administrator can locate the required function quickly and will soon become aware of all elements that are configurable.

The Configuration menu also controls the maintenance of user passwords, the organisation of departments and personnel groups, the prioritising of tasks and the menu option allowing the reassigning of responsibilities, especially useful when a user is leaving the company. Locked out users are also restored here.

NB. Wherever reference is made (in Help topics) to the 'system administrator' this includes any user who also has access to the relevant options in the System Manager module.

2 Common features and routines

Workbench uses certain common routines and techniques throughout the system; a familiarity with these will greatly assist your initial explorations of the software.

2.1 Altering the width or order of columns

On certain dialogs in Workbench, mainly **Select** dialogs, you may grab the lines separating columns **in order to make the columns wider or narrower...**

1 Using the mouse, point the arrow at the chosen line within the title bar.

2 When the head of the arrow changes to a small double vertical line with black arrows pointing outwards, click on the line.

3 Drag the thickened line to its new position and the chosen column width.

It is also possible in some dialogs to arrange the columns in a different order...

1 Click and hold down on the heading of the column you wish to move. A black vertical line will appear at the left hand side of the column.

2 Drag to the right or left until the column jumps to its new position.

2.2 Attachments

The Attachments button appears throughout Workbench and will usually be situated at the top right of a dialog and shows a paper-clip symbol with a number in brackets alongside. When no attached files exist, the 'paper-clip' will be black and the figure will be (0). When attachments exist, the paper-clip is yellow and the figure alongside shows how many attachments there are.

Files may be attached to a number of Workbench records; these files are stored within the normal Workbench database and are accessible via the record to which they belong. Examples of the usage of attachments might be scanned evidence for NCRs, customer letters in the Customer Care module, external certificates in Test and Calibration, feedback forms and certificates in the Training module etc.

Access to attachments relates entirely to the access rights to the parent record. **New**, **View**, **Edit** and **Delete** buttons will be visible and active dependent upon the logged-in user, the status of the parent record and whether attachments already exist. You may only add, edit or delete attachments if you have edit rights to the parent record. Users with **View** rights may view attached files but cannot edit or delete them.

Regardless of the module and routine that you are accessing the Attachments Form from, the dialog works the same. The header will change according to the appropriate module / routine eg. **Complaint Attachment Form**, **Review Attachment Form** etc.

Adding a new attachment

Modifying an existing attachment

2.2.1 Adding a new attachment

Files may be attached to many records in Workbench; these files are stored within the normal Workbench database and are accessible via the record to which they belong.

1 Click on the Attachments button in any relevant dialog. The **Attachment Form** will open. The top part of the dialog gives details of the complaint / change request / review etc. that the Attachment relates to.

2 The middle part of the form, Attachments, shows a list of files (if any) already attached to the Complaint / CRQ / Nonconformity etc. To add an Attachment, click on the **New** button. An Attachment Number will be generated by the system and will appear in the bottom part of the form, Attachment Details. The **File Name**, **Attachment Title** and **Extension** fields will then all become mandatory.

Every area where Attachments apply will start from '1' and further Attachments will be numbered sequentially. If an Attachment is deleted there will be a gap in the run of numbers, ie. each Attachment keeps its original number for its 'life-time'.

(The Attachment Number and Attachment Title in the middle part of the form will be entered automatically once the bottom part of the form has been completed and the Attachment saved.)

3 You may also import a Workbench document (subject to required access rights) as an Attachment. These may then be used and edited to highlight changes (when raising a change request) or reasons for rejection (when rejecting a document).

Click on the **Workbench Documents** button to invoke the **Select Document as Attachment** dialog from where you may select the relevant document to attach.

All the fields on the bottom part of the **Attachment Form** will be filled in automatically if a Workbench Document is selected as an Attachment, but all may be amended apart from the *Attachment Number* and the *File Name*. Copy in red will also be added, stating that the Attachment is a copy of a Workbench Document and giving the date and time when the copy was taken. Be aware that the Attachment is a COPY and any subsequent amendments to the actual document still stored within Workbench will not be updated to the Attachment.

IT IS VERY IMPORTANT TO NOTE THAT BY ATTACHING WORKBENCH DOCUMENTS IN THIS WAY, USERS WHO MAY NOT NORMALLY HAVE ACCESS RIGHTS TO THE ATTACHED DOCUMENT MAY NOW BE ABLE TO SEE IT. ‘Normal’ document access rights will be surrendered once a Workbench document becomes an Attachment - the access rights governing whatever it is attached to, take over control of who may view the copy.

4 If you are not attaching a Workbench document, go to the bottom part of the form, Attachment Details, and enter a mandatory **File Name** and **Extension**. (If you use the **...** button to browse and select the file name, the extension will be entered automatically.) Editing and Viewing Options (if applicable - see Document Control **| Master templates**) will also be entered automatically once an extension has been entered.

5 Give the attachment a mandatory **Attachment Title**; this can mimic the File Name or be something much simpler. The Attachment will be referred to by this title throughout its life.

6 Add any **Notes** and **Save**. The Attachment Number and Attachment Title will be copied up to the middle part of the dialog.

NB. If, for any reason the **Save** button is not enabled, use the **Close** button to come out of the dialog(s) and you will then be asked if you want to save the attachment(s).

To cancel the new attachment before saving, use the **Cancel New** button.

When a new attachment is added, an appropriate entry will be made to the document's History log.

2.2.2 Modifying an existing attachment

You may only edit or delete attachments if you have edit rights to the parent record.

1. Click on the Attachments button in any relevant dialog. The **Attachment Form** will open. The top part of the dialog gives details of the complaint / change request / nonconformity etc. that the Attachment relates to.

2. The middle part of the form, Attachments, lists existing attached files. Highlight the required Attachment to edit (if more than one) and click on the **Edit** button. Remember to save the changes to the actual Word document after you have edited it and then save again for the Attachments change in Workbench.

   If the list of attachments is long, use the Search button to search either Attachment Number (F3) or Attachment Title (F4).

3. To edit Attachment Details, simply highlight the required Attachment (in the middle part of the form) to bring up its details in the bottom part of the form. Modify the selected attachment details as required and / or add further notes and **Save**.

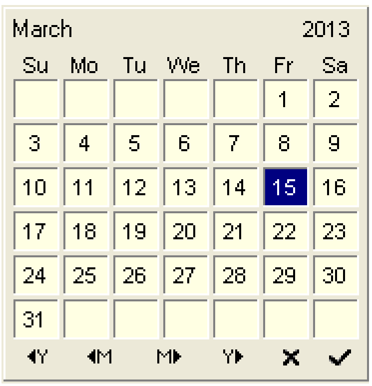
   NB. Any edits to the actual attached document will not be saved until the **Attachment Form** itself is saved.

The **View** button allows you to view the attached document. The **Delete** button (if present) allows users with edit rights to the parent record to remove an attached document.

Modifying or removing an attachment will write an appropriate entry to the History log of the relevant document.

2.3 Date button

This button gives you a visual aid to plan dates; it displays the current date when first opened.



To alter the date, click on the relevant new day in the main window.

Browse previous months(M) or years(Y) with the bottom left arrows. Browse future months (M) or years (Y) with the bottom right arrows. Click the tick to enter the selected date in the box next to the Date button (in the correct format). Click the cross to close without entering a date.

Alternatively you can simply select the correct month and year and then double-click on the required day. The calendar will close and the chosen date will be entered automatically in the box next to the Date button.

2.4 Double-clicking & right-clicking

When first getting to know the module it is worth checking to see if double-clicking will save time in any of the operations. Most Workbench programs support double-clicking in a variety of ways; it is left to the user to decide which of these may benefit their way of working.

Right-clicking on the window of a record sometimes displays a pop-up menu offering an option to print, or direct access to other parts of the module or to other modules.

2.5 Four figure year dates

The Workbench system year dates are always shown as four figure numbers, ie. 2013, not just 13. It will be easier if your version of Windows is configured in the same way; if you are not sure how to do this, please refer to your Windows manual.

NB. If your Windows settings are set to two digit year dates, the system will force you to use four digits when a date is entered.

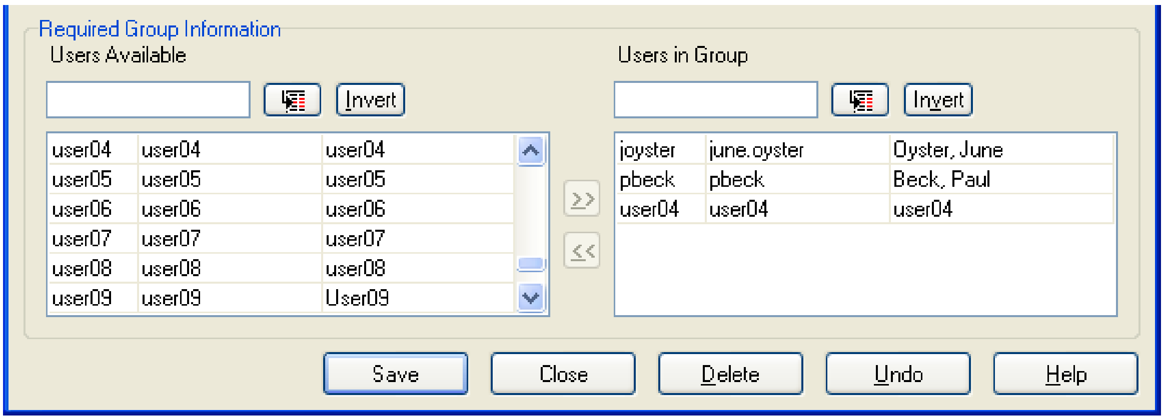
2.6 Grey type and closed fields

When type appears grey rather than black, it signifies that it cannot be edited. Similarly, fields that appear solid or 'closed' cannot be entered.

Both these cases occur when their use would not be appropriate, eg. grey type because a record cannot be altered; closed boxes when the field is not applicable in certain circumstances.

2.7 Groups / Lists

Workbench uses a common routine to add / remove names to / from lists. This routine is used for setting up groups, templates, departments, suppliers etc.



1 In the left hand list (eg. Users Available), highlight the name(s) you wish to add to the selected right hand list (eg. Users in Group). More than one consecutive name can be highlighted at the same time using the keyboard **Shift** key; highlight more than one name not listed consecutively, using the **Ctrl** key.

2 Click on the central add **>>** button and the name(s) will transfer to the right hand side.

Alternatively, simply double-click on the required name(s) to move them from one side to the other.

Where the list of names is long, you may use the Search button to search for known personnel. If you wish to select the majority of names from a list, use the Invert button.

To remove selected names, highlight in the right hand list and click on the central remove **<<** button (or double-click).

2.8 Invert button

There are many situations in Workbench where you may wish to select one or more records from a list of available ones. For instance, you may be asked to select all users in a specific group from a list of all available users. Selecting such a group is simply a matter of highlighting the names you require.

The Invert button reverses the selection you have made, ie. it ‘de-selects’ the highlighted records and highlights the rest. This is very useful when you wish to include the majority of a list - you can select a few records on an exclusion basis and then quickly invert the list.

Where appropriate, you may select a consecutive group of names by depressing the keyboard **Shift** key whilst making the selection; names which do not fall consecutively can be selected at the same time using the keyboard **Ctrl** button.

2.9 Mandatory fields

Certain fields throughout Workbench are essential or mandatory; ie. until they are completed you will not be able to save the record you are working on.

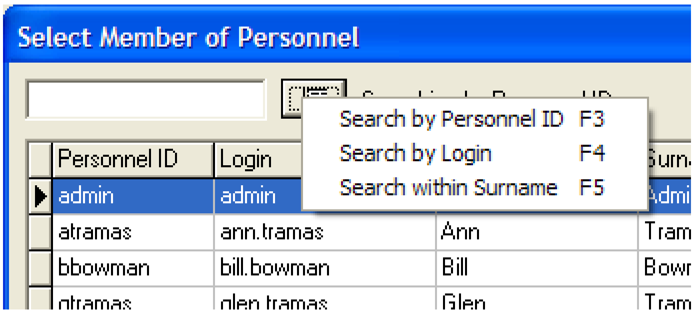
Such fields are shown in blue and are underlined, giving you an immediate visual indication that they are compulsory eg. **Login to which database?** and **Login** in the **Log on to Workbench** dialog.

Until all mandatory fields are completed, **Save** or **OK** buttons will be disabled.

2.10 Search button

The search button is probably the single most widely-used feature throughout Workbench. Its purpose is to allow you to browse easily through records and locate the one you are seeking by whatever methods are appropriate to that information.

These search options will differ depending on the kind of information you are searching through. For example, searching for personnel offers searches by Personnel ID, Login or within Surname; simply use whichever is most convenient.



Right clicking on a Search button displays the search options available in a ‘pop up’ menu. Each option on the menu has a keyboard shortcut; this may be quicker to use as you become more familiar with the system and its search options. Simply left clicking a Search button defaults to the search method last employed.

To locate a specific record or set of records, first key in the characters you wish to search on in the selection box to the left of the Search button. Then use the search method required from the menu (or the function key equivalent). For instance, typing in ‘Hard’ on a personnel search and choosing F5 (Search within Surname) will return all users with the characters ‘Hard’ within their surname, eg Hardy, Harding etc. If no matching records are found, a message is displayed.

Most search types look for exact matches to their respective fields. However some, as the example above, look for the string anywhere within the field. A good example of this is the search for a document ‘within Title’. Here the system looks for whatever you have keyed in anywhere within the document’s title. Thus a search for ‘procedure’ will find any document with that word in its title. This can be extremely useful when you are unsure of the exact wording of a document title.

Unlike other search types, a search within a field is not case sensitive. The above example will pick up documents with ‘Procedure’ or ‘PROCEDURE’ embedded somewhere within the title.

NB. To ensure that the whole list of records appear in any search dialog, the search field alongside the search button must be cleared before starting a new search. To do this, highlight any text there, delete it and then click on the Search button or activate one of the keyboard shortcut keys.

2.11 Search routines

The method for locating personnel records is a good example of the generic search routines found throughout Workbench. The **Select User**, **Select Complaint Type**, **Select Tester** dialogs etc. use the same routine. On certain Select dialogs there is an additional check box:-

- in **Select Member of Personnel** the extra check box determines whether the records returned by the search should include Leavers or be limited to just current employees. The system defaults to include only current employees, but Workbench does not delete leaving personnel; they are marked as having left and their records retained for historical purposes. The records are therefore available for this type of search should you need them (see example below).

- in **Select Departments**, **Select Document Categories** and **Select Document Types** (when accessed from the Settings menu) there is a check box at the top of the dialog that allows records that have been hidden to be shown. By default, hidden records will not be shown in search grids. To reveal all records, including those that have been hidden, click on the check box marked *Show hidden Department* (or Category etc.)

Searching for a specific record in any Select dialog (eg. Select Member of Personnel)

1 From the **Record** menu in the **Personnel** module, choose **Personnel**. The **Select Member of Personnel** dialog will appear.

2 Anyone who has a leaving date entered in their records will not, by default, be included in the

search. If you wish to include Leavers, please check the box - *Include personnel who have left.*

3 Select the required member of personnel (or Complaint Type, Category etc. if appropriate) using one of the following three methods:-

- use the Search button to search for a known member of staff (or Complaint Type, Personnel ID etc.)
- highlight the required name (scroll if necessary) and click **OK**
- double-click on the required name.

The chosen record will then open.

There is normally a **New** button on **Select** dialogs, allowing you to set up new records. This is not possible for personnel records; these must be set up in the **Record | Personnel** option in the Personnel module.

2.12 Sorting and ordering

The symbols shown on the column headers below show which column is controlling the sort - and whether this is in ascending or descending order. The column that has an arrow and one short horizontal line alongside (as opposed to two short horizontal lines) is the one controlling the sort and the arrow indicates whether the order is ascending or descending. In the example shown below, the grid would be sorted by the Search Code, alphabetically from A to Z.

ID	Search Code	Name	Course	Type	Start Date
5	allnewstaf	All new staff	First steps		12/05/2008
1	firstaidat	First Aid at Work	First Aid at Work	F_AID	24/07/2008

To move the sort to a different column, click on the required column header and click again to toggle between ascending and descending order. In the example shown below, the grid would be sorted by the Name column, alphabetically Z to A.

ID	Search Code	Name	Course	Type	Start Date
8	qualitywor	Quality Workbench	Quality Workbench	Management	15/05/2008
7	producttes	Product Tester	Product Tester	IT	07/04/2008

2.13 Screen display & keyboard shortcuts

- You may configure the main Workbench screen by moving different menu bars - to do this grab the vertical line on the left of any individual menu bar and drag the bar to its new position. Moves are saved locally so that an individual user's set-up will be retained.
- On every menu title in each module there is an underlined letter; this is the keyboard letter to press in order to invoke that menu. For example, the letter **F** in all **File** menus is underlined. Press the keyboard **F** (or **f** - it is not case sensitive) to open the **File** menu. In the Document Control module, the **D** is underlined in the **Documents** menu signifying that this is the key to press to open the **Documents** menu.

  You may then use the keyboard 'up' and 'down' arrows to select the menu option you require and then hit the **Enter** key to open the dialog, In this way you may move around the modules, menus and menu options without having to use the mouse.
- A right-click menu on the screen enables you to show or hide the Calendar button, Menus, Modules, Notifications button, Speedbar (Speed buttons), Tasks button and/or Web Page

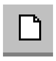
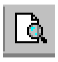
independently. **NB**. There are several workflow settings covering the usage and display of web pages - see Personal workflow settings (System Manager & Personnel Administration User Guide).

2.14 Speed buttons

The most commonly used menu items in each module, apart from ReportQuest, have speed buttons (Speedbar). If required, these are shown on the main toolbar for each module and repeated alongside the relevant menu item. To show/hide, left-click on the required module and then right-click on the main screen.

If a user does not have access to a menu item that has a speed button, they will not be able to see the speed button.

Speed buttons used in the Customer Care module are shown below.

	Report Complaint		Assign Corrective Action
	View Complaint		Complaint Final Review
	Assess Complaint		Quick Complaint Wizard

2.15 User defined action button

The Customer Care, Document Control and Nonconformities modules each support a specific user-definable action (with a direct link to an editor) against appropriate complaints, documents and NCRs. For example, in the Customer Care module the action button could be used to automatically produce a letter of acknowledgement and apology; in the Nonconformities module it could be used to produce an incident form.

The user-defined action is set up by the system administrator on the **Module Settings** page of the **Workbench Configuration Centre**; the button that 'triggers' the action will then appear on relevant dialogs in the respective modules. When the button is triggered from any of these dialogs, the program writes all the requisite customer / complaint, document or nonconformity information to an easily accessible file and can optionally launch any application.

A **History** entry is also recorded whenever the button is clicked.

3 Preparing to report complaints

Reporting a complaint in the Customer Care module is a very simple and logical procedure. Complaints can be assessed, processed and continually monitored after certain minimal details have been recorded; but the module also allows for the recording of many kinds of information and/or comment that may speed up the processing of the complaint and therefore increase customer satisfaction.

Much of the information that will be used in the recording of a customer complaint should be set up before starting the actual report - information on customer and contacts, for example, or the type and severity of the complaint and how quickly it should be dealt with.

To explain this more easily, look at the **Report Complaint** dialog to see what type of information can be recorded. To do this:-

1. Select **Complaint** in the main Customer Care menu.
2. Choose **Report Complaint** from its pull-down menu; the **Report Complaint** dialog appears. Each field is described in detail below.

The **User Ref** field is not mandatory. The **Search Code** automatically mimics the Reference but can be changed manually if required. A setting in the Workbench configuration centre, if switched on, will force the use of a unique user reference number if used.

You may attach a relevant file to the complaint if required via the Attachments button. Attachments are editable until the nonconformity is assessed and accepted; after then only the NCR owner (or admin.) may edit attachments. After the NCR has had its final review, attachments can no longer be edited.

The complaint must be given an identity or **Summary** (up to 40 characters). Mandatory fields in all Workbench dialogs are underlined (see Mandatory fields).

Customer and **Contact** are both mandatory fields. These are selected, using the Search button, from records already set up in the Customer menu (see Customers).

Customers may be filtered using the *Company* or *Individual* check boxes. If only *Individual* is ticked, the **Customer** field is automatically closed. To open it again, tick the *Company* check box by clicking in it.

The **Date Reported** is mandatory; the **Time Reported** is not. The program defaults to the current date and time shown on the server on which your database is located, but they can be altered to an earlier date/time if you wish.

Reported By - ie. who reported the complaint? This is another mandatory field and the program defaults to the user who is logged in. This may be changed by using the Search button to select other personnel (the list originates from records kept by the Personnel module.

The Type and Severity of the complaint (if relevant) are chosen from categories in the drop-down menus and are originally set up in the Settings menu.

The **Department** that is handling the complaint or where the complaint originated (you choose) is selected from the list originally set up in the **System Manager | Configuration | Departments**.

The **Response** band is set up in the Rules menu (see Response bands).

The **Expected Cost** is the cost that is expected to rectify the complaint.

Specify the **Product** involved if relevant. This is selected using the Search button so its details must exist in Product records (see Products and suppliers).

Does the complaint concern a **Document** or need to be referred to one? Documents specified here are selected using the Search button from those that exist in the Document Control menu (if installed).

The **Date/Time Due** refers to the date/time by which the complaint should be resolved. This will be calculated and inserted automatically if a **Response** band is being used but can also be inserted manually.

Transfer Timeout will be inserted automatically if a **Response** band (see above) is specified but can also be entered manually if response levels are not being used.

The workflow setting *Complaint description required when reported*, if checked, will force a description of the complaint to be entered (on the **Description** page).

The **Analysis** page allows you to select relevant user-definable analysis categories for this complaint. UDA categories are set up in the Settings menu (see Setting up user-defined analysis categories) .

See the Settings menu to set up any type of record referred to above.

3.1 Customer Care workflow settings

Various settings for the Customer Care module are configured in the **Workbench Configuration Centre** by the system administrator or anyone with access to this menu option in the System Manager module. All use a simple on/off toggle so that if the check box is checked the setting applies, if unchecked, the setting will not apply.

Changes made to any of these settings will apply only to complaints reported AFTER the settings were changed. The rules in action at the start of any individual complaint cycle will remain with the complaint throughout.

Configuring settings applicable to the Customer Care module

1. From the **Configuration** menu in the System Manager module choose **Workbench Configuration Centre**.
2. On the **Workflow Settings** page expand the list of entries under the **System Wide** heading (double-click or click on the + sign alongside).
3. Select **Module Settings** and then the **Customer Care Settings** entry and expand if necessary.
4. Highlight the relevant setting (see below) and the *Use this workflow setting?* check box will open at the bottom of the dialog. Double-click on the entry to toggle the check box on/off.
5. When you have configured the settings as you wish, click on the **Apply** button. An information message stating that the preferences have been changed will follow and you may continue working with the dialog. Alternatively, click **OK** to save and close the dialog.

- Allow *base sign-off list to be set at assessment*. If this setting is checked, when the assessor of a customer complaint hits the **Accept** button after assessing a complaint, they will be given the opportunity to select personnel who will automatically be added to the sign-off list during the complaint's final review (see Assessing a complaint). If unchecked, the sign-off list may be generated at final review and/or will use personnel nominated by business rules (if in use). A History page entry of the complaint records that a base sign-off list was set at assessment - right-clicking on this entry will list the staff on the list.
- *Automatically add complaint reporter to sign-off list*. If this setting is checked, the person who reported the original complaint will automatically be added to the complaint sign-off list and a History entry will be made.
- *Complaint description required when reported*. If this setting is checked, a complaint description will be mandatory when reporting a complaint. If unchecked, you may report a complaint without being forced to give a description. See Reporting a customer complaint.

- *Complaint user reference must be unique*. If this setting is checked, when reporting or assessing complaints in the Customer Care module, the system will force the User Reference (if used) to be unique. If unchecked, any User Reference will be allowed in the Customer Care module, regardless of whether or not it is already in use.
- *Use Customer Care module business rules*. To turn Customer Care module business rules on, highlight the relevant entry and check the *Use this workflow setting?* check box. If unchecked, business rules will not be used in this module.
- *Show users to whom tasks and notifications are sent*. Highlight this entry if you want users to be told when task and notification messages are about to be sent and to whom.
- *Show complaint summary and description in external mail* - this setting will be unchecked by default. If checked, then the complaint summary and description (if one has been entered) will appear within the body of external emails.
- *Display 'Reject' button in 'Assess Complaint'* - the default setting. If unchecked, the **Reject** button in the **Assess Complaint** dialog will be hidden which means that the user nominated to assess the complaint cannot reject it.

3.2 Settings menu

The mandatory fields in the **Report Complaint** dialog may be completed without using information compiled in the Settings menu. However, in order to submit a full, detailed report you will need the information that originates here; information such as the type of complaint or action, reasons for transferring complaints or actions and the severity of a complaint. Customer and contact information, details of products/suppliers and various types of user-defined analysis may also be set up here.

Customer Care Business rules are configured and controlled from the Settings menu, providing that the *Use Customer Care business rules* setting is switched on by the administrator in the **Workbench Configuration Centre**.

Finally, timed Response Bands that trigger off automatic escalation of the processing of a complaint are set up here. Response Bands define the way in which escalations and transfer requests will occur.

3.2.1 Types of complaint

Complaints often fall into similar categories. It can be useful to record this information because many dialogs use 'type' in searches or for filtering complaints; type can also be used when compiling reports. The **Complaint Type** option allows complaint type records to be created, viewed, edited and deleted, depending on access rights.

Setting up a type of complaint

1. Click on **Settings** in the main Customer Care menu.
2. Choose **Complaint** from its pull-down menu and then select **Type** from the ’walk-right’ menu.
3. When the Select **Complaint Type** dialog appears, click on **New**.
4. Enter a mandatory **Description** of the type of complaint (up to 30 characters).
5. Add any relevant notes that may explain the type more fully.
6. **Save**.
7. Add further types as you wish.

8 **Close**.

The new type(s) you have created will now appear alphabetically in the main **Select Complaint Type** dialog.

Types of complaint may be edited at any time (double-click on the required entry or see Search routines if the list is long) but can only be deleted if they have not been used in a record anywhere in the system.

3.2.2 Reasons for transferring a complaint

At any time during the processing of a complaint it is possible to transfer it to a different user provided that there is good reason for this. During the transfer process you will be asked to state a transfer reason. This is a mandatory field, so reasons that are likely to be used frequently should be set up first here; transfer reasons cannot be compiled at the time of transfer.

At the time of the transfer request a reason is selected using a drop-down menu and you will be able to add further notes qualifying your reasons.

This menu item allows complaint transfer reason records to be created, viewed, edited and deleted, depending on access rights.

Setting up transfer reasons

1 Click on **Settings** in the main Customer Care menu.

2 Choose **Complaint** from its pull-down menu and then select **Transfer Reason** from the 'walk-right' menu.

3 When the **Select Complaint Transfer Reason** dialog appears, click on **New**.

4 Type in a mandatory **Description** of the transfer reason (up to 30 characters)

5 **Save**.

6 Input further transfer reasons as required and **Close**.

The new transfer reason(s) will now appear in the **Select Complaint Transfer Reason** dialog.

Complaint transfer reasons may be edited at any time (double-click on the required entry or see Search routines if the list is long) but can only be deleted if they have not been used in a record anywhere in the system.

There will be room for adding notes about reason(s) for transfer on the actual transfer dialog.

3.2.3 Severity levels for complaints

By setting up severity levels for complaints, it is possible to see quickly which complaints are the most serious. Most search filters in the module also use 'Severity Level' to sort and/or analyse complaints so it is useful to stipulate this at the reporting stage.

Each severity level must be given a unique 'weighting' on a scale from 1-100. The software uses this weighting when indexing and sorting complaints by severity level in reports and search filters.

This item allows complaint severity records to be created, viewed, edited and deleted, depending on access rights.

Setting up severity levels

1 Click on **Settings** in the main Customer Care menu.

2 Choose **Complaint** from its pull-down menu and then select **Severity** from the 'walk-right' menu.

3 When the **Select Complaint Severity Level** dialog appears, click on **New**.

4 Type in a mandatory **Description** of the severity level (up to 30 characters). The **Search Code** will follow automatically but can be changed manually.

5 The **Weighting** is also mandatory (see above).

6 Add any **Notes**.

7 **Save** and continue inputting or **Close**.

The new severity level(s) will now appear in the **Select Complaint Severity Level** dialog.

Severity levels may be edited at any time (double-click on the required entry or see Search routines) but can only be deleted if they are not attached to a record anywhere in the system.

3.2.4 Products and suppliers

Whenever a specific product is involved, for example in a nonconformity, a customer care issue or for test and calibration purposes, it is useful to record the details of the product and those of its supplier, if known. Workbench makes independent provision to record full details on suppliers - including name, address, telephone numbers and information on named contacts.

In normal business practice training courses are sometimes provided by external suppliers; likewise it may be necessary to carry out an audit on external suppliers. The Training and Audits modules therefore use the same Suppliers records dialog (see **Scheduling courses** in the Training module and **Compiling a checklist** in the Audits module).

Details of products and suppliers are recorded in the **Settings** menu. A product code (ID) is allocated when details are first set up and this is searched for using a Search button in dialogs where a product is to be recorded. Products cannot be entered 'on the fly' - they must always be created in the Settings menu first. Suppliers records may be set up 'on the fly' in the Test and Calibration module only.

NB. The same **Product** and **Suppliers** dialogs are used by all Workbench modules. If you are denied access to either of these menu options in any module, you will automatically be denied access in all other modules.

3.2.4.1 Product records

The same product records are used by the Customer Care, Nonconformities and Test & Calibration modules. If you are denied access to this menu option in any module, you will automatically be denied access in all other modules.

Setting up a new product record

1 Select **Product** from the **Settings** menu to open the **Select Product** dialog.

2 Click on **New**.

3 In the **Create Product** dialog enter a mandatory product **ID** and a **Name** - the **Search Code** will automatically follow the Name but can be changed.

4 If you wish to nominate a product to supersede the named product - eg. if it becomes impossible to obtain supplies or if there is a known defect in the original product, an alternative product can be registered in the **Supersession** field. Use the Search button to select from the full list of products.

5 The *Manufactured* radio button will be selected by default; if appropriate, enter a **Manufacturing Cost**.

If the product is *Externally Supplied*, select this radio button instead; the **Manufacturing Cost** field will close but the **Suppliers** page will be activated where you may select suppliers appropriate to the product (see Selecting suppliers).

6 Enter any **Notes**.

7 Complete the **Suppliers** page where relevant.

8 Click **Save** and continue inputting any further products or **Save** and **Close**.

Editing an existing product record

1 Select **Product** from the **Settings** menu to open the **Select Product** dialog.

2 Select the required record using any method (see Search routines).

3 In the **Edit Product** dialog all fields may be edited, apart from the product **ID**. You may also add notes and amend supplier(s) on the **Suppliers** page if required.

4 **Save**.

3.2.4.2 Selecting suppliers

Supplier records may be set up in several modules; lists of Suppliers will include suppliers recorded in any other module that contains this menu item. If you are denied access to suppliers in any module, you will automatically be denied access in all other modules.

Selection of suppliers uses a routine common throughout Workbench (see Groups / Lists for help with this if required).

1 Click on the **Suppliers** page (in **Settings | Product** the Suppliers page will only become active after you have completed the mandatory fields and selected the *Externally Supplied* radio button on the **Product** page).

2 Select suppliers by moving them from the left hand side of the window to the right.

3 When you have selected all the appropriate suppliers, **Save** and **Close** or continue to input other products and select suppliers.

If you need to set up new suppliers, close the Select Product window to return to the main menu. Then see Setting up new supplier records.

If selecting suppliers via the **Search** button and the **Select Supplier** dialog, see Search routines for help if required.

3.2.4.3 Setting up new supplier records

The same supplier records are used by the Audits, Customer Care, Nonconformities, Training and Test & Calibration modules. If you are denied access to this menu option in any module, you will automatically be denied access in all other modules.

Setting up a new supplier record

1 Select **Settings** from the main menu and choose **Suppliers** from its pull-down menu. (**NB**. In the Test and Calibration module only, Suppliers may be set up 'on the fly' from the **Equipment Register** dialog.)

2 In the **Select Supplier** dialog click on **New**.

3 The **Supplier ID** and **Name** are mandatory fields. The **Search Code** will automatically follow the Name but can be changed. The Supplier ID cannot be edited in any way, once saved.

4 Enter as many or as few other details as are relevant for the supplier - on all pages.

5 Enter any **Notes** and **Save**.

All suppliers' information (apart from Supplier ID) may be edited at any time in the future using the Suppliers menu option in the Settings menu only.

Analysis page

User-definable analysis displayed on the **Analysis** page is initially set up in the **Settings** menu (**User Defined Analysis | Suppliers**). Analysis categories displayed here can be attached to the currently selected supplier in the following ways:-

- select (or de-select) check box categories by clicking in them
- select predefined values from the drop-down list in combo boxes
- add values 'on the fly' using additive combo boxes (or select from a predefined value in the drop-down list). Any new value set up here will be added to the drop-down list and available for future selection.
- enter a 'one-off' value using a free text box.
- enter a date or date and time (using the Date button if preferred).
- enter currency and/or numeric fields (up to the specified number of characters).

You can select only one value per field (in drop-down lists or combo boxes); boxes should be left blank if neither the field nor any of its values apply.

When you have completed the page, click on **Save**. If no user defined analysis is applicable move on to the next page.

Contacts page

Specific contacts within firms of suppliers can be recorded on the Contacts page.

3.2.4.4 Recording new contacts

1 Select the **Contacts** page in the **Create Supplier** dialog (after specifying a **Supplier ID** and **Name** on the **Supplier** page); details of contacts already recorded will be listed here.

2 To enter details of a new contact, click on **New**.

3 **Surname** is the only mandatory field. You may enter as many or as few other details as you wish.

4 Enter any **Contact Notes** if appropriate.

5 Click on the **Save** button to save the contact and continue adding further new contacts or **Save** and **Close**.

The Contact(s) you have just recorded will now appear in the list on the first **Contacts** page window in the **Create Supplier** dialog.

6 Click on **Save** and close all dialogs.

3.2.4.5 Editing details of suppliers and/or their contacts

1 Choose **Supplier** from the **Settings** menu; the **Select Supplier** window will appear.

2 Select the appropriate supplier, edit any details on the **Supplier** and/or **Analysis** pages (apart from the **Supplier ID**) and click on **Save**.

3 Click on the **Contacts** page to edit details of contacts.

4 Highlight the appropriate contact and click **Select** (or double-click on the required contact).

5 Edit the contact's details, click on **Save**.

A contact's records may only be deleted (using the **Delete** button) if they are not used in any supplier records in any installed module.

6 Save in the **Edit Supplier** dialog and then **Close** the **Select Supplier** dialog.

See also Recording new contacts

3.2.5 Customers and contacts

Customers fall into one of two categories - Company or Individual. Contacts are normally attached to a company but if the customer is an 'Individual' then this individual is seen as the contact.

Customer and contact records can be reached from several dialogs:-

- **Complaint | Report Complaint**
- **Complaint | Report Assessed Complaint**
- **Complaint | Quick Complaint Wizard**
- **Control | Assess Complaint**
- **Rules | Business Rules** (Customer select only)
- **Settings | Customer | Maintain**
- **Settings | Customer | Move Contact** (View or Select only)
- **Reports | Complaint Detail** (Customer select only)
- **Reports | Graph Wizard** (Customer select only)
- the Workbench Audits and Nonconformities module also use Customer and Contact dialogs. If either or both of these modules are installed, records from all will be available (with necessary permissions) to each module.

Setting up a New Company record

Setting up a record for a new 'Individual'

Maintaining customer records

3.2.5.1 Maintaining customer records

The **Select Customer** dialog appears in slightly different formats according to where it is invoked from and whether editing and/or the setting up of new records is allowed; it is used to filter and select customers of either type - companies and/or individuals. From here customers can be viewed, edited, created and deleted by invoking the appropriate dialog.

As you build up your records of clients and customers, a useful feature for future searches is the option to narrow the search field by calling up just companies or just individuals (as well as both) by selecting or de-selecting the relevant check box(es) in the top right corner.

The dialog appears in several slightly different formats according to where it is invoked from and whether editing and/or the setting up of new records is allowed.

- Select **Settings | Customer | Maintain** from the main Customer Care menu OR...
- Click on the Search button alongside the **Customer** field in any dialog maintaining Customer information.

1 You can search for existing customers here in one of three ways:-

  - by using the Search button
  - by scrolling (if necessary), highlighting the required customer and clicking on the **OK** or **Select** or **Details** button (depending on whether you want to select or edit the record).
  - by scrolling (if necessary) and double-clicking on the required customer to open the record.

2 If you are simply entering a customer name into another dialog (eg. **Report Complaint** where it is a mandatory field), select the relevant customer by double-clicking or by highlighting and clicking on the **Select** button.

3 To edit details of an existing customer/ contact record, select the relevant customer and click on **OK** (or the **Details** button). In the **Edit Company** or **Edit Individual Customer**, you may then edit the records. Remember to **Save** before closing the dialog.

To create a new company or contact click on the **New Company** button and see Company records.

To create a new record for an 'individual' click on the **New Individual** button and see Individual customer records.

3.2.5.2 Company records

Records of customers and contacts are kept in the Settings menu. Use **Settings | Customer | Maintain** to set up and edit customer records.

Where other dialogs allow the setting up of new records 'on the fly' (see Customers and contacts), this is done exactly as explained below.

1 Click on the **New Company** button in the **Select Customer** dialog.

2 Give the company a **Name** (the only mandatory field). The **Search Code** will follow (see below).

3 Type in the address and/or any other details as appropriate - see notes below.

4 **Save**.

In all Workbench modules you may use the tab button on your keyboard to move through the dialogs, completing any relevant fields as you go.

Search Codes in all dialogs will automatically mimic the mandatory name or description, up to ten characters without spaces. You may change Search Codes manually if you wish simply by putting the cursor in the box, deleting and then re-typing or amending.

The Address button alongside the **Address** field prompts you into entering all address details and will effectively standardise your records. Even if you do not click on the button, the **Address Details** box will still appear as soon as you start typing. Click on **OK** to close the box after entering or editing details.

Regions are selected using the Search button so must first be set up in **Settings | Customer | Region** (see Customer regions); they cannot be added on the fly.

If the customer has an account, tick the *Customer Account* check box and type in the **Account Number**. Then select the **Account Manager** using the Search button that takes you to the full personnel list originating in the Personnel module.

The **Notes** page allows you to add any notes about the company at any time. These may prove useful for continuity if different personnel may be dealing with the same customer. Click on the page to open the dialog.

The **Analysis** page allows user-definable analysis to be selected where appropriate. Click on the page to open the dialog. Customer user-definable analysis categories are of eight basic types and are discussed in detail in User-definable analysis categories.

The **Contacts** page is used for selecting / editing existing company contacts or creating new records of contacts within the company (see Company contacts).

You may delete a company using the **Delete** button providing that the records have not been used anywhere in the system.

3.2.5.3 Company contacts

Company contacts are recorded in **Settings** | **Customer | Maintain**. Where other dialogs allow the setting up of new records 'on the fly' (see Customers and contacts), this is done exactly as explained below.

Creating contact(s) whilst setting up a new company record

1 In any **Select Customer** dialog, click the **New Company** button.

2 On the **Company** page of the **Create Company** dialog, make sure you have given the company a mandatory **Name**. Enter any other relevant company details on the **Company** page and on the **Notes** and **Analysis** pages. (The Contacts page has provision to provide specific Notes and Analysis for contacts).

3 Click on the **Contacts** page; the first page of the Contacts dialog maintains records of all current company contacts.

4 To create a new contact, click the **New** button.

5 Enter a **Surname** - this is the only mandatory field.

6 Enter as many other details as you wish. If you tick the *Primary Contact* check box, this contact will then be marked as such in the Status column on the first page of the Contacts dialog.

7 Click on the **Notes** button to add any useful personal notes about the contact.

8 Click on the **Analysis** button to reveal user-definable analysis categories specifically relating to company contacts (as opposed to the company itself). These are set up under **Settings | User Defined Analysis - Contact**. Select any that are appropriate (see User-definable analysis categories for help with this if required).

9 Click on the **Save** button to save this record and continue inputting further contact records.

10 **Close**, and the contact(s) that you have just set up will now appear on the first **Contacts** page of the **Create Company** dialog.

Adding contacts to existing company records

1. In any **Select Customer** dialog, select an existing company. In **Settings | Customer | Maintain** this will be by double-clicking on the company or by highlighting and clicking **OK**. From any other dialog (via the Search button) this will be by highlighting the company and clicking on the **Details** button.
2. In the **Edit Company** dialog, click on the **Contacts** page; the first page of the Contacts dialog maintains records of all current company contacts.

   The Search button for Current contacts provides an easy search method when many contacts for the company are listed. By default, contacts who have a **Date Left** entered on their details will not be included in the list. To include these, check the *Include contacts who have left* box.
3. To create a new contact, click the **New** button and proceed as above (from point 5 onwards).

Details of contacts may be edited at any time by users with appropriate permissions.

Viewing company contacts

In various dialogs, eg. the Details page of the **Assign Corrective Action** and **Process Corrective Action** pages you may view company details and contacts using the search button alongside the **Contact** field. This takes you to the **View Company** dialog where all details are read-only.

3.2.5.4 Individual customer records

Creating a record for an Individual is very similar to creating a record for a Company but no provision is made to record details of company contacts (see Company records). The 'Individual' is regarded as the contact and will be listed on Contact records as a 'Private Individual'.

The **Notes** page is divided into two sections so that you can make different kinds of notes (business or personal) about the individual as appropriate.

The **Analysis** page is also divided into two, providing different user-definable analysis about the individual as a customer and/or as a personal contact. This reflects two of the four different kinds of UDA that may be set up in the Settings menu. Each half of the dialog will scroll to accommodate all analysis categories that have been set up.

When you have finished entering all the details about the individual, **Save** and **Close**.

Any new individual records that you have created should now appear alphabetically in the main **Select Customer** dialog.

Individual customer records may be edited at any time.

3.2.5.5 Customer regions

You may set up customer regions eg. North, South, Home Counties, East Midlands etc. or any other configuration your company uses to define sales regions. The **Customer | Region** option allows records to be created, viewed, edited and deleted, depending on access rights.

Customer regions cannot be added on the fly.

If you have the Nonconformities module installed, the same Customer region records will be referenced from both modules.

Creating a new region

1 Click on **Settings | Customer | Region** from the main Customer Care menu.

2 In the **Select Region** dialog click on **New** to set up a new region.

3 In the **Create Region** dialog type in a **Description** (mandatory field).

4 Add any Notes.

5 **Save**.

6 Continue inputting further new regions or **Close**.

The new region(s) will now appear in the **Select Region** dialog.

Regions may be edited at any time (double-click on the required entry or see Search routines if the list is long) but can only be deleted if they have not been attached to a record anywhere in the system.

3.2.5.6 Searching for an existing contact

The **Select Contact** dialog is used to filter and select 'individuals' as well as company contacts. From here contacts may be selected, viewed, edited and deleted by invoking the appropriate dialog. **Select Contact** can be reached from several dialogs and may appear in a slightly different format according to which dialog it is invoked from and whether editing is allowed:-

- **Complaint | Report Complaint**
- **Complaint | Report Assessed Complaint**
- **Complaint | Quick Complaint Wizard**
- **Control | Assess Complaint**
- **Settings | Customer | Search for Contact**
- **Settings | Customer | Move Contact**

Searching for contacts

1 Select **Settings** | **Customer | Search for Contact** from the main Customer Care menu or click on the Search button alongside the **Contact** field on any of the other dialogs listed above.

2 The **Select Contact** dialog will appear. All contacts, whether part of a company or an individual customer, are listed here. To filter the search by including only *Company* or only *Individual* contacts, tick the appropriate Customer Type check box at the top right of the dialog.

NB. Where a user has read-only access to Customer routines in **Settings | Customer | Maintain** and has no access to Contact routines, the only records they will be able to see under the **Search for Contact** option are those of Private Individuals. Provided that the user has full access to Customer routines, all dialogs will be available in their entirety.

If the required contact works for a known company, use the Search button alongside the **Customer** field to select that company; only recorded contacts who work for the selected company will be shown in the list. If no such contact exists, the **Select Contact** dialog will automatically offer a **New Contact** button; click on this to record details of the unlisted contact.

When the list of contacts in the **Select Contact** dialog is long, you may ease your search by re-ordering the list in any of the ways shown when you right-click on the 'stand-alone' Search button; complete any of the top fields that are known and then right-click on the Search button to order the list by Search Code (F4), by Name (F5), by Postcode (F6), by Company (F7) or by Position (F8). Any contacts whose details do not match those you have typed in, will be filtered out of the list.

3 If you are using the **Settings** | **Customer | Search for Contact** dialog, tick the *Include contacts who have left* check box if you wish to include contacts who have a **Date Left** entered on their details. This check box is disabled in the **Select Contact** dialogs invoked from another dialog via a Search button (obviously you wouldn't want to enter a contact who has left the company, if reporting a complaint for example).

4 If you have arrived at the **Select Contact** dialog via a Search button from another dialog (eg. **Report Complaint**) and wish to enter the selected contact into the **Contact** field of that dialog, either double-click on the required company or highlight and click the **Select** button. The required contact will be entered into the **Contact** field.

Editing contact details

1 Proceed as above, **Searching for contacts**.

2 If you are using the **Settings | Customer | Search for Contact** dialog, select the required contact using any of the methods described above and click **OK** (or double-click). The **Edit Company** dialog will open at the **Contacts** page where you may amend any details. (You may also amend any Company details by clicking on the relevant page).

3 If you have arrived at the **Select Contact** dialog via a Search button from another dialog, select the required contact using any of the methods described above and click on the **Details** button to take you to the **Contacts** page of the **Edit Company** or the **Customer** page of the **Edit Individual Customer** dialog. Edit details as appropriate.

4 **Save** and close.

Contacts may be deleted (using the **Delete** button) providing that they have not been used in any record anywhere in the system.

3.2.5.7 Moving a contact

Contacts may move from one company to another; they may also move from being an Individual customer to a contact within a larger company, or from being a company contact to setting up as an Individual. The Customer Care module allows you to move contacts around and to retain whichever parts of their records remain relevant.

Moving a customer contact to a new company or as a private individual

1 Choose **Settings | Customer | Move Contact** from the main Customer Care menu.

2 Tick the contact’s existing *Customer Type* (*Company*) check box.

3 Select the relevant contact using either or both **Customer** and/or **Contact** Search button(s). For help with this see Customers and contacts.

4 To make this contact into an 'individual' tick the *Create New Private Individual* check box. The **Customer** field will disappear.

5 To move this contact to a new company, leave the check box unticked and enter the name of a new customer using the Search button alongside the **Customer** field.

Whichever of the above actions you take, the **Move** and **Options..** buttons will be enabled.

If you wish to retain all of the contact’s current details, simply click on the **Move** button and their records will move from the old company to be stored in the new one.

If you wish to retain only part of the contact's record, click on the **Options..** button and select or de-select the appropriate details to retain before clicking on **OK** and then the **Move** button.

6 The Contact's details will be moved to the new company or they will appear as a new Private Individual, depending on the action you chose to take.

Moving a private individual customer to a new or existing company

1 Choose **Settings | Customer | Move Contact** from the main Customer Care menu.

2 Tick the contact's existing *Customer Type* (*Individual*) check box.

3 Select the private individual using the Search button alongside the **Contact** field.

4 Tick the check box marked *Create New Company* and enter the new **Company Name** in the field below OR

leave the check box unchecked and select an existing customer using the Search button alongside the **Customer** field.

5 Whichever of the above actions you take, the **Move** and **Options..** buttons will be enabled.

If you wish to retain all of the contact's current details, simply click on the **Move** button and their records will move from the old company to be stored in the new one.

If you wish to retain only part of the contact's record, click on the **Options..** button and select or de-select the appropriate details to retain before clicking on **OK** and then the **Move** button.

6 **Close** the main dialog. If you have chosen to create a new company, this will now be listed in the **Select Customer** dialogs.

3.2.6 Using business rules and complaint timing

The Customer Care module enables you to establish Business rules that automatically send Task and/or Notification messages to nominated personnel. Business rules are fundamentally statements of who needs to be informed when or if a certain event occurs. Examples are 'Ask George Harding to assess any complaint reported within the Warehousing department that is rated severe' (Task), or 'Inform the Sales Director of any complaint arising in his or her department that involves a new product' (Notification). Rules can be customised to suit your company and its method of working; they can also be turned off for all or any specific complaint if not required - see Customer Care workflow settings in the **Workbench Configuration Centre**.

Complaints may also be timed and moved up to different response levels automatically. This is done by setting up Response bands that define the nature of the escalation, ie. the timing of information, users to be notified and users to be given the option of taking over the ownership of a complaint.

It is important to set Business rules before beginning any new processing cycle because you may configure them to notify certain personnel as soon as a specific category of complaint has been reported and is ready for assessment.

Rules (if switched on) and Response bands are found in the **Settings** menu.

Turning rules on / off

Customer Care business rules are configured by the system administrator on the Workflow settings page of the Workbench Configuration Centre. Two settings concerned with Business rules are:-

- *Use customer care business rules*. If checked, business rules will be used; if unchecked, business rules will not be used in this module.

- *Show users to whom tasks and notifications are sent*. If checked, users will be told when task and notification messages are about to be sent and to whom.

If only the top setting is checked, chosen users will be informed automatically when specific events have taken place. You will not see, however, which users are to be sent task and notification messages, nor be able to add users manually (see Personnel Notification).

If both settings are checked, chosen users will be informed automatically of the events and you will also see the **Personal Notification** dialog showing which these users are. At this point you may also add further personnel.

If only the bottom setting is checked, Business rules will not be used but you will have the option of manually nominating users to be sent task requests and notifications, at various points in the complaint's life cycle.

Setting up Business Rules

1 In the Customer Care **Settings** menu, select **Rules**.

2 Choose **Business Rules** from its walk-right menu. (This option will only be present if the *Use customer care business rules* setting is checked in the Customer Care workflow settings.) You will be presented with the **Select Customer Care Business Rule** dialog.

3 Click on **New** and then see Business rules.

Editing an existing rule

Select the relevant rule in the **Select Customer Care Business Rule** dialog and the **Edit Customer Care Business Rule** dialog will appear. Amend as necessary including selected personnel on the **Tasks** and **Notifications** page, then **Save** and **Close**.

3.2.6.1 Business rules

To set up a rule you must first choose which of the three events (detailed below) you wish the rule to be based on and then give the rule a name to identify it. Next, you select certain values (Settings) that will define under what circumstances the event will trigger the rule.

Finally you select personnel to be notified or sent a task request when the rule is triggered. Thus for a set of values for any given event you may stipulate who is to be told for information only (Notification) and who is to be informed for action purposes (Task).

The three 'events' within the system that may trigger notifications and/or task messages are:-

- **Notify of complaint ready for assessment** - this triggers a notification for information only (Complaint <xx> reported) and/or a task request (Please assess complaint <xx>). These messages appear on the main tool bar under the Notifications or Tasks buttons (see Tasks and Notifications).

- **Notify of complaint assessment** - this triggers a notification for information only on the main toolbar (Complaint <xx> assessed and accepted by <xx> or Complaint <xx> assessed and rejected by). It does not trigger any form of task request.

- **Notify of complaint ready for sign-off** - this triggers a task request to sign off the nonconformity (Please sign off complaint <xx>) when the final review has taken place and/or a notification for information only (Complaint <xx> sign-off complete) when the sign-off is complete (or 'Complaint <xx> rejected at sign-off stage by <name>' if one person rejects the sign-off).

If no personnel are specifically nominated to sign off the complaint when it is completed, any one with access rights may do so. However, if the *Show users to whom tasks and notifications are sent* option is checked in the Customer Care workflow settings, users will be told when task and notification messages are about to be sent and to whom. Further personnel may be added to the list(s) at this point if required.

In Business rules (but not in Default business rules) you may set up as many different rules as you wish using the same event type, as long as each rule has a different name.

NB. Where there is more than one rule set up for 'Notify of complaint ready for assessment' and several trigger (thereby nominating different individuals for the task) the system will allow any of the individuals concerned to assess the nonconformity. Similarly, if multiple personnel are allocated for assessment, any one of them may perform the required task. Only one person is required to assess a complaint.

If a user is nominated for both a task request and a notification when multiple rules apply, the task request will always take priority over a notification.

The option to use Customer Care Business rules is switched off or on by the system administrator in the **Workbench Configuration Centre**.

Setting up a new business rule

1. In the **Create Customer Care Business Rule** dialog select the **Event** that the rule should be applied to from the drop-down menu (instructions on how to proceed will then be shown in the 'empty' box above the **Event** field, but see above).
2. Give the Rule a mandatory **Description**. The **Search Code** will follow but can be changed.
3. Select at least one **Setting** to define the Rule (see below) using drop-down menus or Search buttons.

   You have complete freedom to choose whichever combination of 'Settings' you wish. At least one must be stipulated but you may establish as many others as necessary for each event type. They are selected from drop-down menus or using the Search button, having previously been set up in other parts of the module (see Settings).

   - **Severity** - the severity of the complaint.
   - **Response band** - if used
   - **Complaint type**
   - **Department** - the department where the complaint originated or the one dealing with the complaint - configure to suit your needs.
   - **Customer** - the customer who has made the complaint.
   - **Product** - applicable only if the complaint involves a product.
4. Once a rule's settings have been established, you can then allocate as many personnel as are required to be notified if that rule 'triggers'- for action purposes on the **Tasks** page or for information only on the **Notifications** page (see below). At least one user must be allocated on either page before the rule can be saved.
5. When you have configured the rule and nominated appropriate personnel, **Save** and configure another rule, or **Save** and **Close**.

Tasks page

To allocate personnel or group(s) to action a task when a rule is triggered, click on the **Tasks** page.

Name(s) of chosen personnel or group(s) should be transferred from the lists on the left hand side of the window, to the right hand side. If you need help with this see Groups / Lists. When you have made your selection, **Save** and **Close**.

NB. If the Event that triggers a rule is 'Notify of complaint assessment' you will not be able to allocate personnel or groups on the Tasks page as this event type is only relevant for information purposes.

Notifications page

To allocate personnel who should be notified for information only when a rule is triggered, click on the **Notifications** page.

Name(s) of chosen personnel or group(s) should be transferred from the lists on the left hand side of the window, to the right hand side. If you need help with this see Groups / Lists. When you have made your selection, **Save** and **Close**.

See also: Setting up default business rules

3.2.6.2 Default business rules

For any given 'Event' in Business rules there is always the danger that an instance of that event will not be covered by any standard rule and therefore no-one will be notified. This can be handled by setting up Default rules that stipulate the personnel or groups to be notified in these circumstances - there can be only one Default rule per event.

Setting up default business rules

1. In the Customer Care **Settings** menu, select **Rules**.
2. Choose **Default Business Rules** from its walk-right menu. (This option will only be present if the *Use customer care business rules* setting is checked in the Workbench Configuration Centre | Workflow Settings page | System Wide | Customer Care settings.) You will be presented with the **Select Customer Care Default Business Rule** dialog.
3. Click on **New**.
4. Read the information at the bottom of the dialog.
5. Select the **Event** that the rule should be applied to. This is a mandatory field.
6. Give the Rule a **Description** - again this is mandatory. The **Search Code** will follow automatically but can be changed.
7. Click on the **Tasks** page and/or **Notifications** page to allocate personnel or groups who should be sent task requests or notified if this rule triggers. Double-click on personnel to move them from the left hand side of the page (available) to the right hand side (selected). See Groups / Lists for further information if required. **Save**.
8. Save each **Rule** and then **Close**.

NB. There can only be one Default rule per event and at least one personnel member must be notified on either page before the rule can be saved.

Editing an existing rule

Select the relevant rule in the **Select Customer Care Default Business Rule** dialog and the **Edit Customer Care Default Business Rule** dialog will appear. Amend as necessary including selected personnel on the Tasks and Notifications pages, then **Save** and **Close**.

See Using business rules and complaint timing for further details.

3.2.6.3 Response bands

Response bands are used to send automatic transfer requests to nominated users immediately after a complaint has been assessed. Each response band allows a different amount of time to elapse before a response is made; if a response is not made within the allocated time it moves up (escalates) to the next band, where possibly different personnel have been nominated to deal with the transfer.

A Response band requires the following information:-

- **Description**. A name by which the Response band will be referred to.
- **Weighting**. This value is used to index the response bands; when a complaint is escalated, the complaint moves from the initial response band to the one with the next highest weighting.
- **Time allowed**. This states the amount of time that the complaint is allowed to exist at this response band before being escalated.
- **Transfer timeout**. This states the amount of time that complaint or action transfer requests are allowed to exist before being marked as invalid. This time must be less than the Time Allowed value.
- **Transfer Requests users**. These are users who should be given the opportunity to take over the ownership of the complaint by means of complaint transfer requests.
- **Notifications users**. These are users who should be notified that a complaint has entered a specific response band.

Setting up Response bands

1. In the Customer Care **Settings** menu, select **Rules**.
2. Choose **Response Band** from its walk-right menu. You will be presented with the **Select Response Band** dialog.
3. Click on **New**.
4. In the **Create Respond Band** dialog enter a **Description** or name for the Response band.
5. Give the band a **Weighting** on a scale of 1-100.
6. Enter the amount of **time allowed** - ie. the amount of time the complaint will be allowed to remain in this Response band.
7. Enter a mandatory **Transfer timeout** ie. the amount of time the prospective transferee can take to either accept or reject the transfer before it moves to the next Response band.
8. On the **Transfer Requests** page, select the users and/or groups to be sent task requests if the complaint escalates to this response band.
9. On the **Notifications** page, select the users and/or groups simply to be informed if the complaint escalates to this response band.
10. **Save** and create any further response bands in exactly the same way.

Editing an existing response band

Select the relevant record in **Create Response Band** and the **Edit Response Band** dialog will appear. Amend as necessary including selected personnel, then **Save** and **Close**.

See How response bands work for an illustration.

3.2.6.4 How response bands work

To illustrate how response bands work, think of three different bands - Bronze (weighting 10), Silver (weighting 20) and Gold (weighting 30).

A complaint is reported and is set to response band Bronze. Nominated potential transferees are informed and are given the time allocated in the Transfer Timeout box to respond. If the complaint isn't dealt with during the Bronze band specified time allowed, it is escalated to the next band up - Silver.

The escalation is recorded in the History log of the complaint as 'Event escalated to response band Silver'.

On escalation to a new response band a new due date/time is calculated; this is done by adding the old due date to the new response band time allowed, plus the new transfer timeouts.

At the same time, transfer requests are sent to users nominated in the Silver band list who are given the specified Silver Transfer Timeout time to either accept or reject the complaint. The first acceptee of the complaint becomes its new owner.

If the complaint is neither accepted nor rejected by any of the nominated users within the transfer timeout allowed, the complaint owner remains unchanged. If the complaint is not then dealt with by its owner in the time allowed (as allocated by the response band) it is escalated to the next band up - Gold.

Users who have been nominated on the Gold list will be sent transfer requests and will be given the transfer timeout set in Gold to respond. If the complaint is accepted by one of these other users, they then become the owner of the complaint and have the remainder of the time allowed in which to deal with the complaint.

This process repeats until the top numerical response band has been reached. If the complaint is not dealt with during the time defined for the top band, the field is cleared and there is an entry in the History log 'Event escalated at highest response band'.

When a complaint is escalated at any level, the current owner is always filtered out of the list to be sent transfer requests, although they can be sent notifications.

Each escalation is recorded in the history log as 'Event escalated to response band <xxxx>'.

3.2.6.5 Complaint timing

For Complaints there are two timing fields; the date and time that the complaint is due and the time that a transfer request is allowed to be unresolved before it 'times out'.

Corrective actions have only one timing field - the date and time the action is due. The Transfer Timeout value of the parent complaint is used for any corrective action transfers.

Automatic Complaint Timing (Escalation)

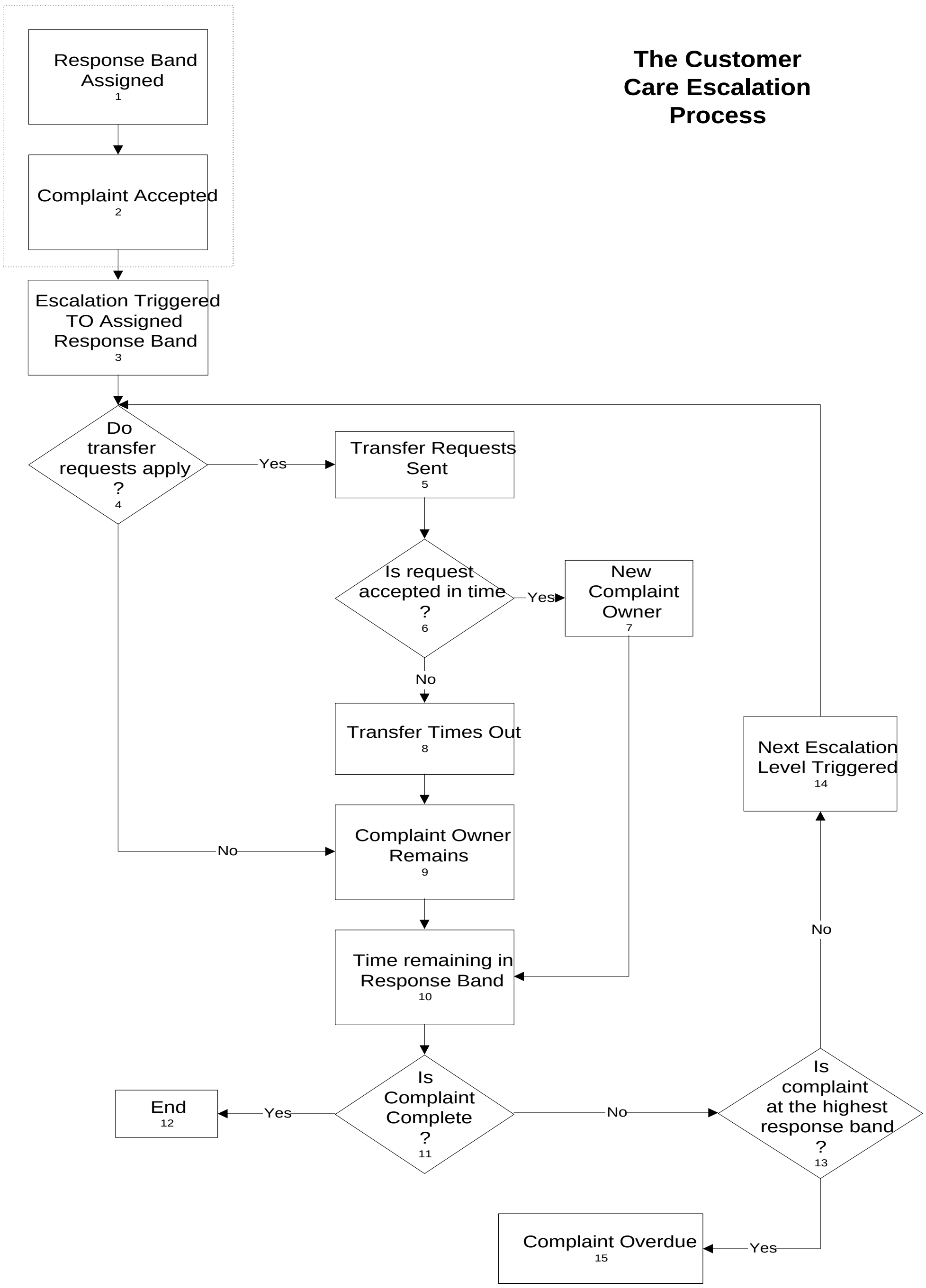
Complaints can be allocated Response bands that will automatically time and escalate all complaints and will notify users involved - see Escalation process.

Manual Complaint Timing

If Response bands are not being used, the complaint can be manually given a date and time when it is due. If the complaint then becomes overdue, a notification is sent to the current complaint owner and an appropriate entry is made to its History log.

See also Response bands and Timing escalations

3.2.6.6 Escalation



1 Response Band assigned

Response Band can be assigned at Report Complaint / Report Assessed Complaint / Assess Complaint.

2 Complaint accepted

Escalations do not apply to rejected complaints.

NB. Stages 1 and 2 can occur simultaneously or independently.

3 Escalation triggered

When the Complaint is Accepted, the escalation is triggered to the Response Band Assigned at stage 1. The timing for the escalation is taken from the time the complaint was reported. Therefore if a complaint was reported at 10 am, assessed at 10.15 am, with the time allowed in that response band set at 1 hour, the complaint will escalate at 11am if not complete.

4 Do transfer requests apply

Transfer requests are not mandatory. This allows for a complaint to escalate without asking other users to take ownership of the complaint.

5 Transfer requests sent

If transfer requests are allocated within the response band the complaint escalates to, then all users will be sent a task at the time of escalation to ask them if they wish to take ownership of the complaint. The time allowed for transfer requests to be accepted is defined in the response band, and must be less than the time allowed.

6 Is request accepted in time

The first user who accepts the complaint becomes the complaint owner.

7 New complaint owner

The complaint now belongs to a different user.

8 Transfer times out

If none of the transfer requests are accepted within the allocated time, then the tasks sent to the potential new owners are marked as superseded and they can no longer accept the transfer request and therefore become the owner of the complaint.

9 Complaint owner remains

If none of the transfer requests are used, or the transfer requests have timed out, the complaint owner continues to be the complaint owner at stage 2.

10 Time remaining in response band

The time remaining in the response band depends on when the transfer request (if applied) was accepted. If for example the time allowed in the response band is one hour, the new owner will have one hour, less the amount of time it took for them to accept the complaint to complete it.

11 Is complaint complete?

A complaint can only be completed when all actions (if any) assigned to it have been completed.

12 End

If the complaint is completed within the time allowed in the response band, the process of escalation ends.

13 Is complaint at highest response band?

If the complaint has not been completed, and there are response bands of a higher weighting set, the process of escalation will start again.

14 Next escalation level triggered

The system will calculate the next weighting level from the response band currently in use and the settings as defined in the next response band are used to repeat the process.

15 Complaint overdue

If the complaint has been through the escalation process and has not been completed in any of the times allowed in the response bands, the complaint becomes overdue. There will be a log in the history of the complaint to state that the complaint was escalated at the highest response band. The owner of the complaint may still take the complaint through to completion even though it is overdue.

3.2.6.7 Timing escalations

The Workbench server must be constantly running in order for timed events to be triggered automatically.

If it is switched off (eg. overnight), time bands allocated to the events may still be applicable but when the event becomes overdue, nominated personnel will simply be notified - the complaint cannot escalate to the next level.

See also Escalation process

3.2.7 Types of action

It may well be that the corrective actions you are likely to specify in order to process a complaint, are of the same type. It is possible to set up these recurring action types for selection from drop-down menus; this will cut down the time spent on initial recording and also provides a method of searching for and/or analysing complaints.

The **Action Type** option allows action type records to be created, viewed, edited and deleted, depending on access rights.

Setting up types of corrective action

1 Click on **Settings** in the main Customer Care menu.

2 Choose **Action** from its pull-down menu and then select **Type** from the 'walk-right' menu.

3 When the **Select Action Type** dialog appears, click on **New**.

4 Type in a mandatory **Description** of the action type (up to 30 characters).

5 Add **Notes** if applicable.

6 **Save**.

7 Continue inputting further action types or **Close**.

The action types you have created will now appear in the main **Select Action Type** dialog in alphabetic order.

Types of action may be edited at any time (double-click on the required entry or see Search routines if the list is long) but can only be deleted if they have not been attached to a record anywhere in the system.

See also: Reasons for transferring actions

3.2.8 Reasons for transferring a corrective action

It may be necessary to transfer a corrective action to a different user; the software allows for this but you will be asked to give a reason for the proposed transfer.

There may be recurring reasons for transfer such as sickness or a change in job description. The **Action Transfer Reason** dialog allows you to set up transfer reasons that may be frequently used; reasons may be created, viewed, edited and deleted here, depending on access rights.

In any case, the reason for transfer will be a mandatory field and you cannot compile reasons at the time of transfer. They must be set up here and then selected from a drop-down menu in the appropriate dialog.

At the time of specifying the transfer there will also be a Notes box where you may give more detailed reasons.

Setting up action transfer reasons

1 Click on **Settings** in the main Customer Care menu.

2 Choose **Action** from its pull-down menu and then select **Transfer Reason** from the ‘walk-right’ menu.

3 When the **Select Action Transfer Reason** dialog appears, click on **New**.

4 Type in a mandatory **Description** of the transfer reason.

5 **Save**.

6 Continue inputting further transfer reasons if required and **Close**.

The new reason(s) will appear in the main **Select Action Transfer Reason** dialog.

Reasons for transferring actions may be edited at any time (double-click on the required entry or see Search routines if the list is long) but can only be deleted if they have not been attached to a record anywhere in the system.

See also: Types of action

3.2.9 User definable analysis categories

The ability for you to determine your own analysis categories and their associated values is present throughout Workbench and is a very powerful customisation feature. The User definable analysis element is licensed separately and, if purchased and installed, UDA will always be set up in the **Settings** menu of each individual module. Wherever a module offers more than one type of analysis category, this is offered from a walk-right menu. Different categories must each be set up separately, but this is done in exactly the same way; the various categories then become available for selection in appropriate **Analysis** dialogs.

The same user-defined analysis records are referenced by all installed modules that use UDA.

The Customer Care module enables you to define separate analysis categories for Complaints, Customers, Contacts and Suppliers.

Analysis can be categorised in eight different ways:-

- the Drop Down List gives a set of predefined values for a given attribute. This list is used whenever you wish to associate a set of predefined values with a category. These might be used to attribute, say, a specific cause to a complaint, chosen from a drop-down list of alternatives when the complaint is reported.

- the Check Box offers a straightforward on/off toggle for attributes that either apply or do not apply. An example might be 'Inform Health and Safety?'. You then simply check or uncheck this box as appropriate when entering records.
- an Additive Combo box lists certain predefined values that may be added to 'on the fly'. These values are produced as a drop-down list and any value added in this way becomes 'global' and is added to the list for future use. **NB**. User defined analysis categories are included in IVPro 2008 in both the **Report Complaint** and **Report NCR** routines. However, as values cannot be added on the fly in IVPro, additive combo boxes function simply as drop-down menus.
- the Free Text box. This allows you to add specific text (up to 255 characters - user definable) that may apply to the complaint on a one-off basis.
- Date Only. Choose this category to add an analysis field that will allow you to attach a specific date to the record (eg. the date when the problem first occurred). The field will automatically incorporate a date button.
- Date and Time. Choose this category if you wish to add analysis fields that will allow you to attach a specific date and time to the record (eg. the date/time when the problem first occurred). The field will automatically incorporate a date button.
- Currency. Choose this category to add a currency analysis field (eg. price in sterling, dollars, lire etc.). The field can be sized to allow for up to 20 characters; you may also stipulate the number of digits after the decimal point.
- Numeric. Choose this category to add a numeric analysis field. The field can be sized to allow for up to 20 characters; you may also stipulate the number of digits after the decimal point.

See also Setting up user defined analysis and Selecting user defined analysis

3.2.9.1 Setting up user defined analysis

User-definable analysis can only be set up in the **Settings** menu; the required analysis categories must then be selected on **Analysis** dialogs whenever appropriate. The process of setting up analysis categories is identical for all modules.

Creating user defined analysis fields and values

1. From the **Settings** menu, choose **User Defined Analysis**.
2. In modules where there is a choice of user defined analysis, choose one from the walk-right menu. The **Analysis Maintenance** dialog will open.
3. To enter a new **Analysis Field** (of any type) click on the **New Field** button (in the left side of the window).
4. Type in a new **Analysis Field** where the cursor is blinking - field labels may contain up to 255 characters.
5. Press the return key to enter another analysis field or continue to define the type and values (if appropriate) for the current field.
6. With the required analysis field highlighted, select the Field Type 'radio' button. For all analysis fields except Drop Down List or Additive Combo this completes the input required.
7. To define field values for Drop Down Lists or Additive Combos, click the **New Value** button (on the right hand side of the window).
8. Enter the initial **Field Value** for the selected analysis field.
9. Press the return key to save the new **Field Value** and prepare to enter another. Repeat this

process until all the relevant entries have been made in the *Values* field.

10 Highlight another **Analysis Field** in the left hand side of the window to add values to if required; click on **Save** when all fields/values have been entered.

The **Maximum Field Length** for analysis fields defaults to 255 characters; currency and numeric fields default to 20 characters maximum; date/time fields are pre-defined and automatically incorporate a date button; check boxes offer a simple on/off choice. To alter a maximum field length, simply delete the shown number and type in the preferred length. The **Number of Digits after a Decimal** point may also be specified (where appropriate).

You may enter as many different fields and values as you wish and relevant fields may have as many values attributed to them as required. If the number of defined categories fills up the screen, a scroll bar will appear allowing you to scroll down and continue inputting information.

Fields and/or values may only be edited or deleted if they have not been 'attached' to a record. However, a check box near the bottom of the left hand side of the dialog, *Hide Field?*, allows you to 'hide' any highlighted analysis field. As hidden fields can't be seen they can no longer be selected on Analysis pages, but previously stored information may still be used for reporting purposes.

The ▲ Up and ▼ Down buttons are used to navigate the lists of fields and values and to determine their order.

NB. Please avoid using ampersands (&) in this dialog; spell out the word in full where necessary or use a back-slash - eg. Health and Safety or Health\Safety.

See also Selecting user defined analysis

3.2.9.2 Selecting user defined analysis

User defined analysis categories originally set up in the **Settings** menu are available for selection on **Analysis** pages.

NB. In the Document Control module, user defined analysis is classed as a Document Attribute (Document attributes / Analysis page).

Selecting user defined analysis

1. Click the **Analysis** page on the main dialog.
2. Select appropriate predefined values from drop-down lists.
3. Relevant check boxes should be checked or un-checked.
4. In additive combo boxes you may select from a predefined value in the drop-down list or add a new value. Any new value set up like this will be added to the drop-down list and available for future selection.
5. In free text boxes you may enter a one-off value that will apply to the currently selected record only.
6. Enter a date or date and time (using the Date button if preferred).
7. Enter currency and/or numeric fields (up to the specified number of characters).

   You can select only one value per field (in drop-down lists or combo boxes); boxes should be left blank if neither the field nor any of its values apply.
8. When you have completed the page, click on **Save**.

See also Setting up user defined analysis

4 Reporting and assessing a complaint

A customer complaint may be reported at any time (see Reporting a customer complaint); it then waits in the system until it is assessed by a nominated assessor. Alternatively it may be reported and assessed at the same time (using **Complaint | Report Assessed Complaint**) if the reporter is also a nominated assessor or if the report has already been assessed before being entered into the system.

4.1 Reporting a customer complaint

When a complaint is first recorded it can pass into the system with the minimum amount of mandatory information - ie. a summary of the complaint, the customer and contact, the date when the complaint was reported and who it was reported by. All other information requested in the complaint report is useful but not mandatory.

After several complaints have been reported it is likely that archives of support information will build up and you will be able to select appropriate details from them. Until then, if you wish to complete the report dialog fully, you may have to set up new information in the Settings menu. With appropriate access rights, you may report and assess the complaint at the same time in one dialog using Report Assessed Complaint. In this case it will automatically have 'Accepted' status.

There are a number of Customer Care workflow settings, configured in the **Workbench Configuration Centre** dialog (System Manager module), that affect how the processing of customer care issues will flow.

NB. Settings that are in existence at the time of reporting the complaint will be attached to the complaint throughout its life-cycle.

Reporting a customer complaint

1 Click on **Complaint** in the main Customer Care menu.

2 Choose **Report Complaint** from its pull-down menu.

3 Enter a **User Ref.** if required. The **Search Code** will follow but can be changed - it can also be entered independently. If the *Complaint user reference must be unique* workflow setting is checked, the reference MUST be unique.

4 Attach a relevant file to the complaint if required via the Attachments button. Attachments are editable until the complaint is assessed. After assessment, only the complaint owner (or admin.) may edit attachments. After the complaint has had its final review, attachments can no longer be edited.

5 Where a **UDA button** (User defined action) has been specified, this will appear underneath the Attachments button. Its 'label' is user-defined and is generated on the Module Settings page of the Workbench Configuration Centre in the System Manager module. The purpose of the button is to support a specific user-definable action (with a direct link to an editor) against appropriate complaints. Click on this, if applicable, to trigger the defined action.

6 Complete all mandatory fields (see below).

7 Complete any other field(s) using the drop-down menus or Search buttons - and information given below.

Summary - Briefly summarise the nature of the complaint (up to 40 characters) enough to identify it through its life cycle.

Customer & **Contact** - Select the customer and contact relating to this complaint using the Search button alongside the relevant field. You may narrow the search by ticking either the *Company* or *Individual* check box (if known). If the customer is a Private Individual the

Customer field will be closed and only the Contact field will have to be completed. If required, you may add new customers via the search dialog when reporting complaints.

The **Date Reported** will default to the current date and time; you may alter these to an earlier time if necessary. To alter the time using the arrows, make sure that the cursor is in front of the hour, minute or seconds you wish to alter.

Reported By will default to the member of personnel who has logged in to the program. This can be altered if necessary by using the Search button to search for other personnel. The list of personnel originates in the Personnel module.

The **Type** and/or **Severity** of the complaint is selected by highlighting the chosen category from the drop-down menu. Complaint types and severity levels originate in the Settings menu. The severity of an open complaint may be changed - see Changing the severity of a complaint.

The **Department** is selected from the list of departments originally set up in the System Manager module and may be configured as you wish.

The **Response** is completed by selecting a response level from the drop-down menu on the far side of the field. See Response bands for further information.

Product and **Document** are both selected using the Search button. Product information is set up in the Settings menu (see Products and suppliers) but you will only be able to select a Document concerned with the complaint if you have the Document Control module installed.

If you do have access to the Document Control module and have chosen to *Use DocLists for document classification and filtering*, (**File | User Preferences | Workflow Settings** page) the Select **Document** dialog will appear as a Document Portal. See the Help topic **Using DocLists** (Document Control module) for full details on using these if required. Also, if attaching a document to the complaint, **View Document** and **View Attributes** buttons will automatically be added to the **Details** page of the complaint and can be viewed from there throughout its life-cycle.

NB. A workflow setting in Advanced Document Attributes allows documents optionally to be converted to PDF files. If viewing a document that has its *Convert document to PDF format* workflow setting selected with a value other than 'Never', then the document will appear as a PDF file.

If a document you are attaching to a customer complaint has associated annotations then, with appropriate access rights, these may be viewed from the relevant **Document Attributes Changes** or **Review** pages.

The **Date/Time Due** will be entered automatically if the **Response** field is completed.

When Response bands are not being used, the date and time that the complaint is due can be set manually. When the complaint becomes overdue, a Notification is sent to the current complaint assignee and an entry to the history log is added, stating this.

The Date button situated alongside the Date field can be used as a shortcut for selecting dates.

Transfer Timeout is completed automatically if the **Response** field is completed (see Date/Time Due and Transfer Timeout). It can be inserted manually if response bands are not being used and will then be triggered if manual transfer requests are made using the Transfer menu (see Transferring a complaint or action).

8 When you have completed the **Details** page, click on the **Description** page and add a description of the complaint if required. A description is not mandatory unless the *Complaint description required when reported* workflow setting is checked, but description notes can be extremely helpful for the complaint assessor - a warning will be given if no description is entered. Description notes (if any) are available to view at any time during the life cycle of the complaint and can also be edited (in **Edit Complaint Description** by the administrator or the user who reported the complaint) up until the complaint is assessed.

9 Click on the **Analysis** page.

10 Select any analysis categories that are relevant to this complaint. Scroll (if required) to view any further categories. See Selecting user defined analysis for help if required.

11 **Save** or return to either of the other pages. The **Actions** and **History** pages will not be present at this stage in the complaint's life cycle.

12 When you have reported all the available details on the complaint, **Save** and you will be given a Complaint reference number.

13 Click **OK**.

4.1.1 What happens next?

After reporting a customer complaint and saving all the relevant details, what happens next will largely depend upon whether Business rules are in operation or not.

If Business Rules are turned on...

and the *Show users to whom tasks and notifications are sent* workflow setting is also checked, you will see the Personnel Notification dialog before being allocated a Complaint reference number.

Personnel whose names are asterisked* and appear in maroon type, will be asked to assess the complaint and will therefore receive a task request.

1 If you are happy with the selection, click on **OK**.

2 If you wish to select additional personnel to be sent task requests or notifications about this complaint, click on the **Add** button. Select additional personnel on either the Task or Notification pages as appropriate. Add them to the list by moving from the left hand side of the window to the right by double-clicking and click **OK** when you are happy with the selection (see Groups / Lists).

   The additional personnel will now appear in the Personnel Notification dialog.

If Business Rules are turned off...

but the *Show users to whom tasks and notifications are sent* workflow setting is checked, you may still add personnel manually by the method described above. A shortened form of the **Personnel Notification** dialog will appear, allowing you to do this.

If Business Rules are turned off and the *Show users to whom tasks and notifications are sent* setting is also unchecked, the **Personnel Notification** dialog will not appear.

Click **OK** and **Close** or continue inputting further complaints.

What happens next?

The complaint then moves to await assessment in **Control | Assess Complaint** and is also available for viewing throughout its life cycle in **Complaint | View Complaint** (see Complaint life cycle flowchart).

Up until the complaint is assessed, admin. or the user who reported the complaint will also be able to edit its description in **Edit Complaint Description**.

4.2 Personnel notification

There are two workflow settings, configured by the system administrator in the **Workbench Configuration Centre**, that affect the **Personnel Notification** dialog:-

- *Use customer care business rules* - if checked, Customer Care module business rules will be used. If unchecked, business rules will not be used in this module.
- *Show users to whom tasks and notifications are sent* - if checked, users will be told when task and notification messages are about to be sent and to whom. Users with appropriate access may amend these lists.

If both of the above settings are checked the **Personnel Notification** will appear at the following times:-

- when you save a reported complaint and it is ready for assessment
- when the complaint has had its final review and is ready for sign-off (however the configuration of another Customer Care workflow setting *Allow base sign-off list to be set at assessment* will also affect this).

The **Personnel Notification** dialog informs you of personnel who will be notified of the complaint either for information or because they have been nominated to assess or sign it off. You may add further personnel if required by clicking on the **Add** button to open the **Add Personnel to List** dialog. See Groups / Lists if you need help with adding personnel. Click **OK** to add the selected users to the list(s) and then **OK** again to close the dialog.

It is important to note that personnel whose names are asterisked and appear in maroon type, will receive a task request (not a notification). If no personnel are specifically nominated to assess or sign off a customer care issue, any user with access rights may do so.

If you are not using Business rules but the *Show users to whom tasks and notifications are sent* workflow setting is checked (see Customer Care system settings) you will be presented with a shortened version of the **Personnel Notification** dialog where you may still add personnel for notification and/or task purposes (using the appropriate page). Use the **Select** button to open the **Add Personnel to List** dialog (see Groups / Lists if you need help with adding personnel) and then the **Continue** button to close the dialog.

NB. If the workflow setting *Automatically add complaint reporter to sign-off list* is checked, the user who is reporting the complaint will automatically be added to the sign-off list.

If neither the *Use Customer Care business rules* nor the *Show users to whom tasks and notifications are sent* setting are checked on the Customer Care system settings, the **Personnel Notification** dialog will not appear.

4.3 Reporting an assessed complaint

Reporting and assessing a complaint can be done at the same time if the reporter also has rights as an assessor or if the complaint has already been assessed prior to its entry into the system. In effect it moves from the ‘report’ stage to the ‘assign corrective actions’ stage omitting the assessment phase altogether.

The dialog is essentially the same as the simple reported complaint except that there is an extra field that allows the reporter/assessor to assign the complaint to other personnel.

Reporting an assessed complaint

1 Click on **Complaint** in the main Customer Care menu.

2 Choose **Report Assessed Complaint** from its pull-down menu. All the fields, buttons and pages (apart from the **Assigned To** field) are exactly as in Reporting a customer complaint.

3 **Assigned To** is an extra mandatory field. Search for the appropriate member of staff using the Search button.

4 Complete all the relevant fields and give as much information on the pages as required.

Transfer Timeout is completed automatically if the **Response** field is completed (see Date/Time Due and Transfer Timeout). It can be inserted manually if response bands are not being used and will then be triggered if manual transfer requests are made using the Transfer menu (see Transferring a complaint or action).

5 **Save** and continue to report further assessed complaints or **Close**.

If the *Allow base sign-off list to be set at assessment* workflow setting is checked you will now be given the opportunity to select personnel who will automatically be added to the sign-off list during the complaint's final review. **Add** or **Remove** names by double-clicking on the required entry to move from one side of the dialog to the other - see Groups / Lists for help with this if necessary. Names on the right hand side will be added to the sign-off list. Click **OK** when you have set up the list as required.

The complaint will automatically be given a sequential Complaint Number that will identify it throughout its life-cycle.

What happens next?

Reported Assessed Complaints then move to **Control | Assign Corrective Actions** and wait for actions to be assigned to them. As it is not compulsory for complaints to have any actions assigned to them, the complaint now also moves to **Control | Complaint Final Review** where it may be immediately marked as Completed.

Finally, Reported Assessed Complaints appear in **Complaint | View Complaint** where they are constantly updated and can be viewed throughout their life cycle (see Complaint life cycle flowchart).

4.4 Date/Time Due and Transfer Timeout

When a complaint with a Response Band is assessed as valid, it is automatically escalated to the stated response band.

The date and time that the complaint is due, is worked out as the date and time that the complaint was reported, added to the time allowed for this specific response band. The transfer timeout is set directly from the response band.

Viewing a complaint

Reporting a complaint

Reporting an assessed complaint

4.5 Selecting a complaint

The dialog for selecting complaints, whatever their status (see Complaint status headings), remains standard throughout the Customer Care module.

As well as comprehensive ordering and filtering systems on the main dialog there is also an Advanced Search dialog; it is therefore possible to find a specific complaint very quickly even when a large number are listed.

To demonstrate a typical Select Complaint dialog

1 Select **View Complaint** from the Complaint menu.

2 At any time Search buttons allow you to search for records listed in different ways. In this dialog the Search button allows you to search for a complaint either by its Complaint Number (keyboard shortcut F3), by its Reference (F4), using a known word within the Summary (F5) using a known word within the Customer Name (F6) or by Search Code (F7).

3 To search for a complaint, type in the relevant number/characters; then press the appropriate keyboard shortcut or right-click on the Search button and choose the appropriate search method.

4 **Order by** - Click on the relevant 'radio' button to order the list of complaints by any of the given categories.

Number - order the list by complaint number

Reference - order the list by Reference

Search Code - order the list by Search Code

Summary - order the list by Summary (alphabetic)

Customer - order the list by Customer Name (alphabetic)

Filter by - Click on any or all of the three drop-down menus in the Complaint Type, Status or Severity fields to reveal the categories currently available. Select any of these categories. Complaints that are not in the selected categories will be filtered out of the main list.

The list of Complaint Types and Severity levels are those that have been set up in the Settings menu. The categories shown under Status are built into the program - see Complaint status headings for definitions.

5 Alternatively you may use the Advanced Search facility for further ways of locating specific complaints; this works in conjunction with the 'standard' searches on the main dialog.

6 If the list of complaints is not too long you may prefer to simply scroll (if necessary) and select the relevant complaint by highlighting and clicking **OK**, or by double-clicking on it.

The procedure described above can be followed to search for complaints in any relevant menu item in this module.

4.6 Advanced search

To use the Advanced Search...

1 Select the check box marked *Using Advanced Search* in any **Select...** dialog.

2 Click on the **Advanced Search** page and select any or all of the new fields.

3 Select **Relevant Users** via the Search buttons. Personnel originate in the Personnel module and Departments in the System Manager module.

4 Select a **Response** band, if relevant (see Response bands).

5 Select the **Product** involved in the complaint, if any (see Products and suppliers).

6 Select a **Document** if required (you will only be able to use this if you have the Document Control module installed.)

7 Select the relevant time periods.

8 When you have set up all the relevant search criteria, go back to the original page; the only complaints left in the **Complaints Matching Search** list will be those that fulfil all the criteria set up in both dialogs.

The procedure described above can be followed to search for complaints in any relevant menu item in this module.

4.7 Complaint status headings

- **Pending rule assessment -** the complaint is waiting to be assessed by the assessor(s) nominated in the Business rules.
- **Pending access assessment** - the complaint is waiting to be assessed by an assessor with access rights.
- **Pending user transfer** - the complaint is waiting to be accepted or rejected by the potential owner following a 'manual' transfer.
- **Pending escalation transfer** - the complaint has been transferred automatically in accordance with Business rules and escalation and is waiting to be accepted or rejected by the potential owner.
- **Open -** the complaint has been accepted and can be processed/assigned corrective actions.
- **Pending rule sign-off -** the complaint is waiting to be signed off by Business rules nominees.
- **Pending access sign-off** - the complaint is waiting to be signed off by anyone with access rights.
- **Pending assessment purge** - the complaint is waiting to be purged following rejection at the assessment stage.
- **Pending sign-off purge** - the complaint is waiting to be purged after being signed off.

4.8 No complaints available

If there are no complaints available for selection under any menu item (**Edit Complaint Description**, **Assess Complaint**, **Assign Corrective Actions**, **Complaint Final Review**, **Sign-off Complaint** or **Purge Complaint**) the message 'There are no complaints available for this operation' will appear. This means that there are no complaints with the appropriate status available for processing under that particular menu item (for the logged-in user).

If you feel that there should be a complaint available and know the number of the complaint you expected to find, go to **Complaint | View Complaint.** Look at the details of the complaint to find its current status.

Reading the **History** page of the relevant complaint may also help track it down.

4.9 Editing a complaint description

The description field of any complaint that is pending assessment may be edited by the administrator or the user who reported the complaint.

In the same dialog, **Edit Complaint Description**, users with appropriate access rights may also view, add, edit and/or delete Attachments.

Editing a complaint description

1 Click on **Control** in the main Customer Care menu.

2 Choose **Edit Complaint Description** from its pull-down menu; the **Select Complaint to Edit** dialog will appear.

3 Select the required complaint to edit, using any of the methods described in Selecting a complaint.

The **Edit Complaint Description** dialog is identical to that of **Report Complaint** except that all fields apart from the **Complaint Description** are disabled. Attachments may be added, amended or removed by any user with appropriate access rights.

4 Click on the **Description** page and edit and/or add to notes made there.

5 **Save** and **Close**.

Adding, editing or deleting Attachments

1 Click on the Attachments button in the **Edit Complaint Description** dialog.

2 Add, edit or delete attachments (see Attachments).

3 **Save** and **Close**.

4.10 Assessing a complaint

Reported complaints move from the **Complaint** menu to the **Control** menu and wait under **Assess Complaint** until assessed. They cannot progress any further through the corrective process until assessed. This dialog allows a previously reported complaint to be assessed.

Complaints here can have the status of either Pending access assessment or Pending rule assessment.

If the workflow setting *Display 'Reject' button in 'Assess Complaint'* is checked (the default) then the **Assess Complaint** dialog will display the **Reject** button. If unchecked, the **Reject** button will not be displayed and users asked to assess the complaint will not be able to reject the assessment.

A Customer Care workflow setting, *Allow base sign-off list to be set at assessment*, if checked, will allow the assessor to select personnel who will automatically be added to the sign-off list during the complaint's final review. If this setting is unchecked, the sign-off list may be generated at final review and/or will use personnel nominated by business rules (if in use).

If the workflow setting *Automatically add complaint reporter to sign-off list* is checked, the user who has reported the complaint will automatically be added to the sign-off list at the time of sign-off.

Customer Care settings are configured by the system administrator in the **Workbench Configuration Centre** on the Workflow Settings page - see Customer Care workflow settings.

Assessing a reported complaint

1 Click on **Control** in the main Customer Care menu.

2 Choose **Assess Complaint** from its pull-down menu; the **Select Complaint to Assess** dialog will appear.

3 Select the required complaint to assess, using any of the methods described in Selecting a complaint. The **Assess Complaint** dialog will then appear, where the assessor may amend any reported information on the selected complaint, apart from the **Complaint Number**.

All fields, mandatory and non-mandatory are exactly as the **Report Assessed Complaint** (see Reporting an assessed complaint).

Dates and Transfer Timeouts will be inserted automatically if **Response** bands are used, but may be inserted manually.

Description page notes cannot be amended but you may add to them. You may, however, amend categories on the **Analysis** page.

The **History** page shows events that have already taken place in the life cycle of the complaint. Whenever an action has been carried out as a result of forward messaging, (see the **Forwarding external mail** Help topic in the System Manager module) its corresponding history entry is suffixed with an asterisk (*). To view details of the user who undertook the action, right-click on the relevant entry.

4. If you are not ready to make a decision to either accept or reject the complaint, simply click on **Close**. The complaint will remain in **Control | Assess Complaint**.
5. If you click on **Accept** or **Reject** you will be asked to verify this action by typing in your password; click **OK** when you have done this. **NB**. A workflow setting can be configured so that the **Reject** button is hidden - if this is the case then you may not reject the assessment.
6. Depending on how the Customer Care system settings have been configured you may now be asked to select a **Base sign-off list**. Personnel nominated here will automatically be added to the sign-off list during the complaint's final review. Right-clicking on the relevant History entry at any time will show which members of staff are on the base sign-off list.
7. Again, dependent upon the Customer Care settings, the Personnel Notification dialog may appear, at which time you may add personnel for notification of an accepted complaint. Either add personnel or click **Continue** to accept the personnel notification as set up.

What happens next?

Whether accepted or rejected, appropriate task/notification messages will be fired off and an entry will be made in the History log of the complaint; it will then progress through to the next stage...

If you **Accept** the complaint, it then moves to **Control | Assign Corrective Actions** and waits for corrective actions to be assigned. It is also available for selection in **Control | Complaint Final Review**; this means that a complaint can actually be reported, assessed, accepted and go straight to final review without having any corrective actions assigned to it if required (see Complaint life cycle).

If you **Reject** the complaint, you will be asked to give a reason for the rejection. The life cycle of a rejected complaint is now effectively ended and it moves to **Control | Purge Complaint** where it will remain indefinitely until purged. It will still be available for viewing in **Complaint | View Complaint** until purged.

4.11 Changing the severity of a complaint

You may add or change the recorded severity of a complaint providing that it has been assessed and still has Open status. You may still attach a file to the complaint at this time (see Attachments) but all other fields and pages are read-only.

Changing the severity of a complaint

1. Click on **Control** in the main Customer Care menu.
2. Choose **Change Complaint Severity** from its pull-down menu.
3. Select the complaint where you wish to change the severity, using any search method(s) or filters described in Selecting a complaint.

4 Information on each page of the **Change Complaint Severity** dialog is read-only, except that you may attach files to the complaint if required.

5 The **Severity** field is in the middle of the dialog at the right hand side. Select a severity level or edit the existing one from the drop-down menu.

6 **Save**.

Any actionee nominated for this complaint (where the action is still open) will be sent a notification that its severity level has been changed. If the severity level has been changed by someone other than the owner, then the owner will also receive notification of the change.

4.12 Viewing a complaint

You may view a complaint at any time during its life cycle, regardless of its status, under **Complaint | View Complaint**. The status of the complaint and its actions are constantly updated so that viewing at any time will give you a full, current picture of the progress of the complaint. Complaints do not disappear from this menu item until they have been purged.

Viewing a complaint

1 Select **Complaint** from the main Customer Care menu.

2 Choose **View Complaint** from its pull-down menu; the **Select Complaint to View** dialog appears.

As described in Selecting a complaint there are various mechanisms for locating complaints. Select the complaint you wish to view (by any of the methods described) and the **View Complaint** dialog will appear where all fields are read-only; the system-generated complaint number appears in the first field. With appropriate access rights, the **Attachments**, **View Document** and **View NCR** buttons allow you to view files, documents and/or NCRs attached to the complaint where applicable. If viewing a document that has its *Convert document to PDF format* workflow setting selected with a value other than 'Never', then the document will appear as a PDF file.

The **Description** page shows all notes made on the complaint.

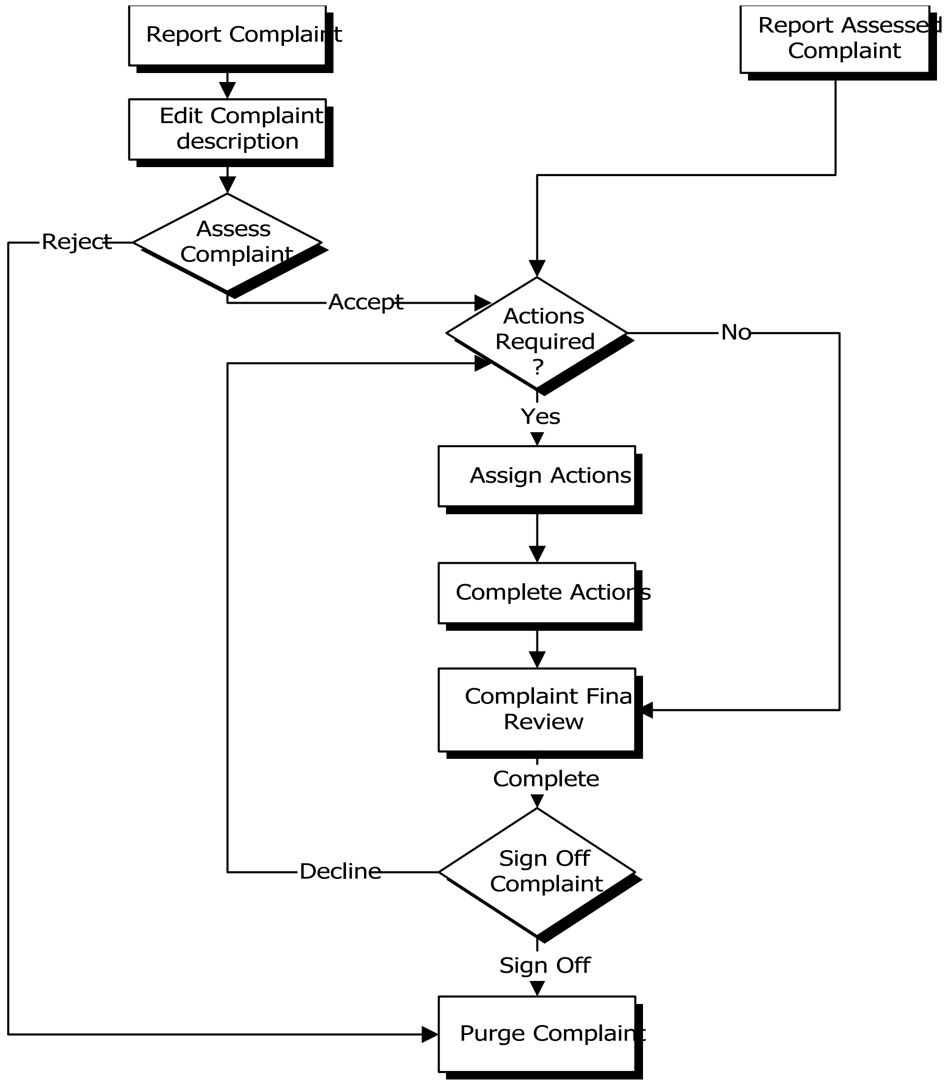
Any corrective actions assigned to the complaint (see Assigning corrective actions), will be shown on the **Actions** page. These will be listed either numerically (F3) or by their Summary (F5) and you may view any of these actions in detail using the Search button, by highlighting the action and clicking on **Select**, or by double-clicking on the action.

The **History** page lists all the entries that have been made to the complaint log so far. Whenever an action has been carried out as a result of forward messaging, its corresponding history entry is suffixed with an asterisk (*). To view details of the user who undertook the action, right-click on the relevant entry.

NB. If mail attachments have been sent via IntraVista Professional and are forwarded on to another user who subsequently carries out the action, the history entry will show that the action was carried out ‘on behalf of’ the original user.

If the complaint is waiting for sign-off by one or more users, a **Sign-off Progress** button will be present. Click on this to reveal a dialog listing all users who have been nominated to sign off the complaint and whether or not they have done so. If any user on the sign-off list declines to sign off the complaint, it is re-opened again and moves back to **Assign Corrective Action**.

4.13 Complaint life cycle



5 Corrective actions

After a complaint has been reported and assessed it may then pass straight through the system for final review and sign-off. If this is the case see Finalising a complaint for what happens next. More usually the complaint will now have one or more corrective actions assigned to it and these must all be completed satisfactorily (or marked as Abandoned) before the complaint can be signed off.

The status of complaints waiting to have corrective actions assigned may be Pending user transfer, Pending escalation transfer or Open.

5.1 No actions (or complaints) available

If there are no actions available for selection under any menu item (**Process**, **Abandon**, **Re-assign** or **Re-open Corrective Action**) the message 'There are no actions available for this operation' will appear.

This means that there are no actions with the appropriate status available for processing under that particular menu item for the logged-in user.

Similarly, if no complaints with appropriate status are available under **Edit Complaint Description**, **Assess Complaint**, **Assign Corrective Actions**, **Complaint Final Review**, **Sign-off Complaint** or **Purge Complaint** the same information will appear but saying 'There are no complaints available for this operation'.

If you feel that there should be an action or complaint available and know the number of the complaint you expected to find, go to **Complaint | View Complaint**. Look at the details of the complaint and actions to find their current status. Reading the History log of the relevant complaint may also help track them down.

5.2 Assigning corrective actions

The **Assign Corrective Action** dialog allows users to create and edit corrective actions for a specific complaint. Complaint details are read-only but the list of assigned actions is editable. New corrective actions can also be added.

Selecting the complaint for assignment of corrective actions

1 Select **Control** from the main Customer Care menu.

2 Choose **Assign Corrective Action** from its pull-down menu.

The **Select Complaint** dialog occurs throughout the Customer Care module. Search methods, filters and Advanced Search are explained in detail in Selecting a complaint.

When you select a complaint its full details will appear in the **Assign Corrective Action** dialog that has five pages. The dialog will open on the **Actions** page where corrective actions are assigned. If actions have previously been assigned, these will be listed here.

The main **Details** page is read-only (grey type). Files may be added to, amended or removed from the corrective action by admin. and/or the complaint owner using the Attachments button. The document and/or its attributes may be viewed via the relevant buttons.

The User-defined action button (if configured) appears underneath the Attachments button on the **Details** page. Click the button (labelled as defined by the system administrator) if the user-definable action is required for this complaint. A history entry will be recorded if the button is used.

The **NCR** button gives direct access to **Report Nonconformity** (see Reporting a nonconformity) or **View Nonconformity** (see Viewing a nonconformity) providing that you have the Nonconformities module installed and have appropriate access rights. One or more nonconformities may be raised directly against a complaint - see Raising a nonconformity; any such nonconformities will automatically record their originating source.

The **Description** and **Analysis** pages are append and read-only respectively and show the notes written and the analysis categories selected when the complaint was first reported and assessed.

The **History** page is also read-only and shows the complete history of the complaint so far.

5.2.1 Assigning the actions

1 Select the **Actions** page of the **Assign Corrective Action** dialog.

2 Click on **New** (bottom right). The **Number** of the action will already be shown - you cannot alter this.

3 Enter a mandatory **Summary** for the action.

4 Click on the Attachments button to attach any file(s) relevant to the complaint corrective action.

5 Add any further description that may help define the action more fully.

6 Assign the action. The **Assignee** is selected, via the Search button, from the list of personnel in **Personnel records**. If the assignee is attached to a specific department this will appear automatically in the **Department** field.

7 Select the **Type** of action, if known, using the drop-down menu. (Types are set up in the **Settings** menu.)

8 Enter an **Expected Cost** if known or relevant.

9 Enter the **Date Due** and **Time Due** by which the corrective action should be completed (if relevant).

10 **Save** each corrective action as you create it and continue to input as many actions as you need in order to resolve the complaint.

11 **Close** the dialog when you have input all corrective actions. (You can still add further corrective actions, if necessary, at any time until the complaint is signed off.)

Providing that you have the Nonconformities module installed, the **NCR** button gives direct access to the **Report Nonconformity** dialog or, if NCRs have already been reported, the **View/Report Nonconformity** dialog. One or more nonconformities may be raised directly against a complaint; any such nonconformities will automatically record their originating source.

After you close the New Action window, the actions you have just created will be listed on the Current Actions window of the **Actions** page.

Until an action is accepted by the assignee, or if it is rejected, the owner of a parent complaint may still edit it. To do this, simply call up the **Actions** page again and select the relevant action to edit.

All other pages, apart from **Actions**, are read-only. (**Description** is append-only.)

What happens next?

After corrective actions have been assigned to the complaint, each action moves separately through the processing system. Each action may be assigned to different personnel and entries are made to the History log of the complaint to this effect.

The status of the complaint remains 'Open' in the **Assign Corrective Actions** menu so that further actions may be added if necessary.

Corrective actions now move to their prospective assignee's menu under **Control | Process Corrective Action** where they wait until the assignee either accepts or rejects them.

The prospective assignees are all informed by a task request on their main tool bar that there is a corrective action waiting for them to accept. As soon as actions have been accepted by the assignee they can no longer be edited.

5.3 Raising a nonconformity

Providing that you have the necessary access rights you can raise a Nonconformity as a result of a customer complaint through the **Assign Corrective Action** dialog in the Customer Care module. Here, the button labelled **NCR...** gives direct access to the main Report Nonconformity dialog.

There are no restrictions on the number of Nonconformities you can raise as a result of one complaint and the origin of any Nonconformity will be shown on the main Nonconformity Details page.

After a Nonconformity has been raised, you may view it by using the **View NCR** button on the relevant **View Complaint** dialog and also the **Complaint Final Review**, **Sign-off Complaint** and **Purge Complaint** dialogs.

The **Complaint Detail** report will also display the NCR Number and Summary for any Nonconformities raised against a customer complaint.

5.4 Corrective action status headings

There are six status headings for corrective actions :- Assigned, Pending transfer, Accepted, Rejected, Abandoned or Completed.

5.5 Raising/viewing a change request

Providing that you have appropriate access rights to the Document Control module you may raise a change request using the **CRQ...** button on the **Assign Corrective Actions** dialog (on the **Actions** page of an open, editable corrective action).

The **CRQ** button (only present if you have appropriate access rights to the Document Control module) gives direct access to the Raise Change Request dialog in Document Control. The dialog works exactly as that in Document Control except that it can only raise one change request against one document.

If a change request has already been raised, the **CRQ** button in the Assign dialog will give direct access to the change request (read-only).

When change requests are raised via the Customer Care module, their Complaint No. and Summary are shown on the **Change Request Details** page when opened for processing in the Document Control module; this identifies the origin of the CRQ.

5.6 Selecting a corrective action

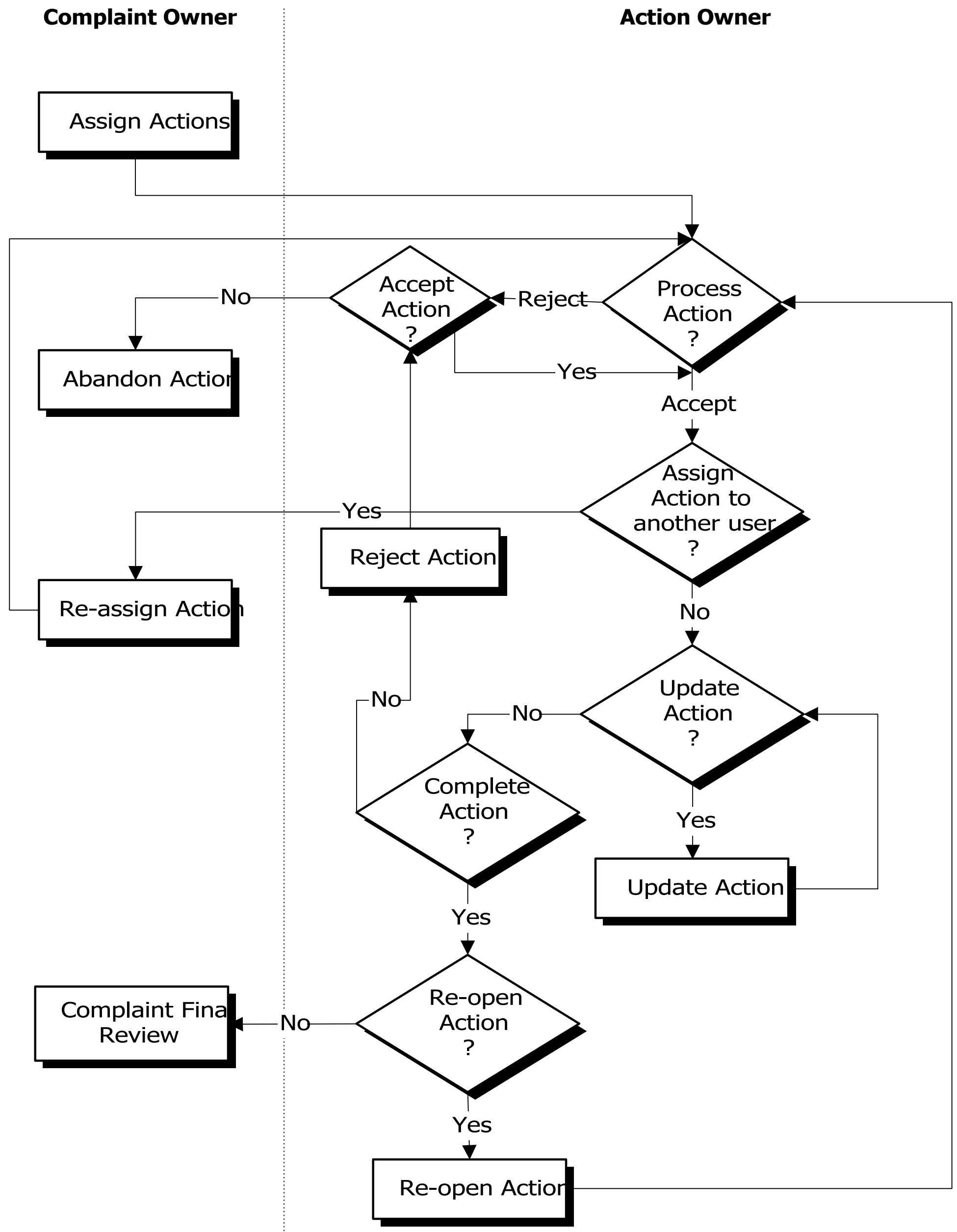
The dialog for selecting corrective actions whatever their status remains standard throughout the Customer Care module.

To demonstrate a typical Select Action dialog

1. Select **Process Corrective Action** from the Control menu.
2. Use the Search button to search the list in different ways. The search options on the Select Action dialog are by Action No. (F3), by Complaint No. (F4) or within the Action Summary (F5).
3. **Order by -** click on the relevant radio button to order the list of actions by any of the given categories - Complaint No., Action No. or Date Due.
4. **Date Due** Before - you may choose to see only actions that are due before a certain date.
5. **Filter by** - Click on the drop-down menus to filter the list by **Action Type** (the selection is set up in the Settings menu) or **Action Status** and/or use the Search button to search for actions that have a specific **Actionee**.

Only actions that match the search criteria will be left in the list; you may use any or all of these search/filter methods in all Select Action dialogs.

5.7 Corrective action life cycle



5.8 Processing a corrective action

After a corrective action has been assigned to a complaint, the action moves to wait for processing by its assignee (actionee). This dialog allows the administrator or the assignee of an action to :-

i) accept or reject previously unaccepted actions

ii) reject, update or mark as Completed, actions that have previously been accepted

iii) accept previously rejected actions.

Action status

Initially the user is presented with a list of actions that are Assigned, Accepted, Pending transfer or Rejected and for which they are the actionee. If the user is the administrator they may view all these actions. Although the actionee can read the full complaint details, they can only view the **History** and **Action** pages of actions for which they are the assignee.

Processing a corrective action

1 Select **Control** from the main Customer Care menu.

2 Choose **Process Corrective Action** from its pull-down menu.

3 Select the action you wish to process, using any method described in Selecting a corrective action.

You may configure the layout of the Actions Matching Search list or any other list to suit your own needs (see Altering the order of columns). It may be, for example, that you prefer to separate the Complaint No. and Action No. columns to reduce the chance of confusion.

When you have chosen the action to process, the **Process Action** dialog will appear with the **Action** page selected. At this stage, all the pages are read only - the main purpose being for the user to decide whether to accept or reject the action. The complaint owner, assignee and administrator may however, add, edit and remove file(s) relevant to the corrective action via the Attachments button.

The **Complaint** page gives full details of the complaint (and shows read-only complaint attachments, if any, via the Attachments button). The **Description** page shows any notes made about the complaint, the **Analysis** page displays user-defined analysis attached to the complaint (if any) and the **History** page shows the history of the specific action so far.

Accepting a corrective action - what happens next?

Rejecting a corrective action - what happens next?

5.9 Accepting a corrective action - what happens next?

If you decide to accept the corrective action, click on the **Accept** button. After confirming this, three events can then take place :-

- the action remains in **Control | Process Corrective Action** where it can be called up again and marked as Complete when the action has been processed. When completed, the action moves off the Process Corrective Action list but appears in **Control | Re-open Corrective Action** where the administrator or complaint owner may re-open it if further work is deemed necessary.

  A complaint with all its corrective actions completed will also appear in **Control | Complaint Final Review**. If this is the case a task will be sent to the complaint assignee informing them that all corrective actions have been completed and that the complaint is ready for final review.

- the action remains in **Control | Process Corrective Action** where it can be called up again and, after reconsideration, may still be Rejected.

  If rejected, the action remains in **Process Corrective Action** where its status is marked as Rejected; it can be called up again and, after reconsideration, may still be Accepted.

  A rejected action also appears in **Control | Abandon Corrective Action** where it may be Abandoned by either the administrator or the complaint owner. An abandoned corrective action may not be re-opened and may only be viewed.

- the action also moves to **Control | Re-assign Corrective Action** where it may be re-assigned (by the administrator or the complaint owner) to a different assignee (see Re-assigning a corrective action).

Whatever path is taken, an appropriate entry is made to the parent complaint History log.

5.10 Rejecting a corrective action - what happens next?

If you decide to reject the corrective action, click on the **Reject** button. After confirming this, you will be asked to give a mandatory reason (however brief).

When rejected, the action remains in **Process Corrective Action** where its status is marked as Rejected; it can be called up again and, after re-consideration, may still be Accepted.

It also appears in **Control | Abandon Corrective Action** where it may be Abandoned by either the administrator or the complaint owner. An abandoned corrective action may not be re-opened and may only be viewed.

An appropriate entry is made to the parent complaint History log.

5.11 Abandoning a corrective action

This dialog allows the administrator or the owner of the parent complaint to abandon a rejected child action. The administrator, complaint owner and/or assignee may also add, edit or remove files relevant to the corrective action using the Attachments button. Only actions that have the status Rejected may be abandoned. Once an action has been abandoned it cannot be re-opened or re-assigned.

Abandoning a corrective action

1 Select **Control** from the main Customer Care menu.

2 Choose **Abandon Corrective Action** from its pull-down menu.

3 Select the action you wish to process, using any of the search methods or filters described in Selecting a corrective action.

Abandoning an action - what happens next?

An abandoned action disappears from **Abandon Corrective Action** and is now only available to view. When all child actions are either Abandoned or Completed, the complaint is then available for final review.

Until all actions have been processed, the only way to track down an abandoned action is to call up its parent complaint in **Complaint | View Complaint** and to check on the **Actions** and/or **History** page, where the current status of each action will be listed.

An entry is made to the parent complaint History log if you decide to abandon the action.

Deferring the decision - what happens next?

An action with the status of Rejected remains in **Process Corrective Action** until abandoned so if you decide not to abandon it, the action can still be accepted at a later date.

5.12 Re-assigning a corrective action

This dialog allows the administrator or the owner of a parent complaint to re-assign an accepted child action. The administrator, complaint owner and/or assignee may also add, edit or remove files relevant to the corrective action using the Attachments button. Only actions that have the status Accepted may be re-assigned.

You have the chance to read about the complaint and the history of the action you are about to re-assign before doing so.

Re-assigning a corrective action

1 Select **Control** from the main Customer Care menu.

2 Choose **Re-assign Corrective Action** from its pull-down menu.

3 Select the action you wish to process, using any search method(s) or filters described in Selecting a corrective action. Information on each page is read-only, apart from **Assignee** on the **Action** page which is now mandatory.

4 Use the Search button to select a new Assignee. The **Re-assign** button will then become active.

If the Assignee is attached to a specific **Department** it will be inserted automatically.

5 Click on **Re-assign**.

What happens next?

When a corrective action has been re-assigned, an appropriate entry is made to the parent complaint History log.

Task and notification messages are sent respectively to the new and original assignees.

The action has a new owner but it follows exactly the same path as an assigned corrective action, with the same choices for progressing through the cycle.

5.13 Re-opening a corrective action

This dialog allows the administrator or the owner of a parent complaint to re-open any completed child action. The administrator, complaint owner and/or assignee may also add, edit or remove files relevant to the corrective action using the Attachments button. Only actions that have the status Completed are available to re-open.

After an action has been completed it may need to be re-opened for a number of reasons - particularly at the point of final review. You have the chance to read about the complaint and the history of the action (and to add relevant files if required) that you are about to re-open before doing so.

Re-opening a corrective action

1 Select **Control** from the main Customer Care menu.

2 Choose **Re-open Corrective Action** from its pull-down menu.

3 Select the action you wish to re-open. (See Selecting a corrective action for help.)

All the details are read-only apart from the **Date/Time Due** on the **Action** page; this allows you to set a new date and/or time for the re-opened action to be completed by.

4 If you are sure you wish to re-open the action, click on the **Re-open** button.

What happens next?

An entry is made to the action's History log that it has been re-opened; the entry includes the date, time and name of the user responsible for this.

A corrective action that has been re-opened moves back into **Control | Process Corrective Action** and can then follow any path again.

6 Transferring a complaint or action

Complaints may be transferred to different personnel when they are escalated to new levels by automated Response bands.

Complaints and actions may also be transferred manually (ie. not triggered by Response bands) to other personnel if both parties agree. Transfers requested this way are controlled by the **Transfer** menu. Reasons for the transfers must be given and these are noted in the History log of the complaint.

A request for the transfer must first be raised by the owner (ie. the assignee or actionee of a complaint or the person who has accepted a corrective action).

All transfer requests whether raised manually or by escalation are maintained here (**Open Request**).

Raising a transfer request

Opening a transfer request

6.1 Raising a transfer request

This dialog allows the owner of a complaint with Open status or an action whose status is Accepted to attempt to transfer these complaints or actions to other users.

1. Click on **Transfer** in the main Customer Care menu.
2. Choose **Raise Request** from its pull-down menu.

   To raise a request for the transfer of a complaint, use the **Complaint** page. Action transfer requests are made in exactly the same way but using the **Action** page.
3. Click on the **Add** button and the **Select Complaint** dialog will appear.
4. Select the appropriate complaint(s) which will then appear in the Complaints to be transferred list.
5. Now highlight a complaint (if more than one) to select the personnel that you wish to transfer the complaint(s) to and move the required personnel from the left to the right hand side of the window (see Groups / Lists).

   The **Remove** and **View** buttons also become active for a selected complaint (or use the right-click menu) allowing you to remove the selected complaint(s) or view full details.
6. When you have selected a complaint and user(s), the **Transfer** button will become active; click on this to transfer the complaint. You will then be asked to give a reason for the transfer.
7. Select a transfer **Reason** (mandatory field) from the drop-down menu; these must first be set up in the **Settings** menu.
8. Add any **Notes** and click on **OK**.

What happens next?

The complaint or action now disappears from the main Selection dialog and a task request is sent to the chosen personnel; this will appear in their list under the Tasks button on their main tool bar. The yellow 'light bulb' will be illuminated to let them know that a new task request has been made.

Complaints or actions waiting to be transferred will also appear under the menu item **Transfer | Open Request** of personnel who are being asked to accept the transfer.

The status of the complaint changes to 'Pending user transfer'. The status of an action changes to 'Pending transfer'.

Appropriate entries are made to the complaint **History** log.

6.2 Opening a transfer request

This dialog allows transfer requests for complaints (whether raised manually or by escalation) and actions to be accepted, rejected and/or viewed. The dialog may be accessed via **Transfer | Open Request** or through the shortcut under the Task button on the main tool bar.

Opening a transfer request

1. Click on **Transfer** in the main Customer Care menu.
2. Choose **Open Request** from its pull-down menu.

   or

1. Click on the **Tasks** button on the main tool bar.
2. Select the appropriate transfer request from the Tasks list. The **Open Transfer Request** dialog will appear.
3. Select either the **Complaint** or **Action** page (whichever is relevant).
4. Search for a specific complaint or action using the Search button (right click for different types of search).

   The **Type** column shows whether the transfer request has been raised manually (User requested) or through Business rules (Escalated).

   If you have appropriate access rights, you can view the complaint or action either by double-clicking on it or by clicking on the **Complaint** (or **Action**) button. You may also read the transfer request reason by clicking on the **Request** button (if you have the necessary access rights). A transfer request reason is mandatory when requesting a transfer and reasons cannot be added on the fly; they are set up in **Settings | Complaint | Transfer Reason** and then selected from a drop-down menu at the point of transfer (see Raising a transfer request).
5. Click on **Accept** or **Reject**.

What happens next?

If you Accept the transfer request of a complaint or an action it disappears from the **Open Transfer Request** dialog and you become the new owner of the respective complaint or action. The complaint proceeds as before but you are now the owner and have full access rights with responsibility for sign-off etc. where applicable.

If you Reject the transfer of either a complaint or an action it disappears from the **Open Transfer Request** dialog and its status on the Tasks list changes from Outstanding to Completed.

If you neither accept nor reject the transfer it remains in your task list. If another nominated transferee agrees to the transfer, it is marked as Superseded. If it has been allocated a transfer timeout and you do not accept or reject it within the given time, it simply ‘times out’ and is marked as overdue with the icon of a ‘ringing’ alarm bell in the Status column of the Task request list.

By rejecting, or allowing a transfer request to ‘time out’, the original owner is retained. When a transfer ‘times out’ the task is marked as Superseded and the transfer is no longer valid.

Appropriate entries are made (for Accept or Reject decisions) to the **History** log of the complaint.

7 Finalising a complaint

When all corrective actions assigned to a complaint have been processed (ie. marked as Complete, or Abandoned) or if no actions were assigned, the complaint is ready for its final review. This dialog allows a complaint to be marked as Complete providing that it has no child actions still with the status of Accepted, Rejected, Pending transfer or Assigned.

At this stage any action that is marked as Complete but is deemed not to have been dealt with satisfactorily, can be re-assessed and sent back into the processing cycle at an appropriate point for further work.

Each corrective action may have been processed by a different person and may follow a different path as it is processed but when all are completed (or abandoned) the complaint comes together as a whole once more and appears in **Control | Complaint Final Review**.

7.1 Final review of a complaint

After all the corrective actions on a complaint have been dealt with satisfactorily and before signing off the complaint, it is ready for its final review. To do this:-

1 Select **Control** from the main Customer Care menu.

2 Choose **Complaint Final Review** from its pull-down menu.

3 Search for the appropriate complaint to review using any method described in Selecting a complaint. Only complaints with the status Open or Pending transfer (by user or escalation) will be available for selection.

   When you have selected the appropriate complaint, its full details will appear in the **Complaint Final Review** dialog. The administrator and/or complaint owner may still add, edit or remove files using the Attachments button; the **Type**, **Department** and **Product** fields are still open to add last-minute information if required. All other fields (apart from **Actual Cost**, see below) are read-only.

   On the **Actions** page you will be able to select a specific action and view its full details. Whenever an action has been carried out as a result of forward messaging, its corresponding History entry is suffixed with an asterisk (*). To view details of the user who undertook the action, right-click on the relevant entry.

   The current status of the complaint is shown at top right on the **Details** page. Contact details can also be viewed in full here by clicking on the button at the far side of the Contact field.

   If Actual Costs have been specified in the actions, the figure shown in the **Actual Cost** field will be the total cost of all actions. You may add an Actual Cost (if known and/or required).

4 Click the **Complete** button if you are sure you are ready for the complaint to be signed off.

   If the *Allow base sign-off list to be set at assessment* workflow setting is checked in the **Workbench Configuration Centre**, the assessor of a customer complaint will have been given the opportunity to select personnel for the sign-off list (see Assessing a complaint). This list will now appear in the Personnel Notification dialog. You may add names if required.

   If the *Automatically add complaint reporter to sign-off list* setting is checked in the **Workbench Configuration Centre**, then the person who reported the complaint will have been added to the sign-off list.

If the *Allow base sign-off list to be set at assessment* setting was unchecked, but the *Show users to whom tasks and notifications are sent* setting was checked, the **Personnel Notification** dialog will still appear, allowing a sign-off list to be generated now at final review - or to add personnel to those nominated by Business rules, if in use.

If you have the *Show users to whom tasks and notifications are sent* workflow setting checked and the task list is empty, you will be given the opportunity to add personnel to the list or continue without doing so.

If none of the above Customer Care workflow settings were checked when the complaint was first reported, the **Personnel Notification** dialog will not appear.

What happens next?

Until a complaint is marked as Complete it remains Open. Even though it is waiting for its final review it still appears in **Control | Assign Corrective Actions** where more actions may be added at any time up until it is actually marked as Complete.

After a complaint has been marked as Complete, an entry is made to its **History** log stating this and it moves to wait in **Sign-Off Complaint**.

All users who have been nominated to sign off the complaint (by Business rules or by adding names manually) are informed that it is waiting for sign-off - a task request or notification appears automatically on the toolbar of relevant personnel. If there are no users on the sign-off list then any user who can see the complaint in the **Sign-off Complaint** dialog may sign it off.

7.2 Signing off a complaint

This dialog allows a complaint to be signed off. Only complaints with a status of Pending rule sign-off (for Business rule-notified users) or Pending access sign-off (where no users have been asked to sign off the complaint using Business rules) are available for sign-off.

1. Select **Control** from the main Customer Care menu.
2. Choose **Sign-off Complaint** from its pull-down menu. The **Select Complaint to Sign-off** dialog will appear.
3. Search for the appropriate complaint to review using any method(s) discussed in Selecting a complaint.

   All pages are read only. Full details on contacts may be viewed by clicking the button alongside the **Contacts** field. Files attached to the complaint may be viewed using the Attachments button and at this stage, you may still create **New** attachments but cannot edit or delete existing ones.
4. If you are happy that the complaint has been dealt with satisfactorily, click on **Sign-off**.
5. If you are not happy with how the complaint or any of its actions have been resolved, click on **Decline**.

   Regardless of whether you click on **Sign-off** or **Decline** you will be asked to verify your decision.
6. In the **Verify Password** dialog, enter your login password.
7. Click **OK**.

Signing off the complaint - what happens next?

If you are happy to sign off the complaint (and, if using Business rules, all nominated personnel also agree to sign off the complaint) an entry is made to the complaint's History log stating this; it disappears from **Control | Sign-off Complaint** and moves to **Complaint | Purge Complaint**.

The complaint is no longer 'live' and no further actions can be taken to process it. It remains in **Complaint | View Complaint** where its status is either Pending assessment purge or Pending sign-off purge; it may be viewed at any time up until it is purged (see Purging a complaint.)

Declining to sign off the complaint - what happens next?

If you or any one of the nominated personnel decline to sign-off the complaint, an entry is made to the complaint's History log stating this and it moves back to **Assign Corrective Actions**.

Corrective actions that have previously been marked as Complete will become available for selection again in **Control | Re-open Corrective Action**.

Further corrective actions must be assigned to the complaint or completed actions must be re-opened so that it can be dealt with more satisfactorily and progress through to the final review stage again.

The complaint may be viewed in **Complaint | View Complaint** where all corrective actions can be seen.

The new or re-opened actions progress through exactly as before until all have been completed or abandoned. The complaint will then appear again in **Control | Complaint Final Review** and will move on to Sign-off if all actions have been completed successfully.

7.3 Viewing progress of complaint sign-off

When a complaint has had its final review and is marked as Complete, all users nominated for sign-off will be informed. You may check progress of complaint sign-off in the **Sign off Complaint** option.

Checking progress of complaint sign-off

1. Select **Control** from the main Customer Care menu.
2. Choose **Sign off Complaint** from its pull-down menu; the **Select Complaint to Sign off** dialog appears.

   As described in Selecting a complaint there are various mechanisms for locating complaints. Select the complaint you wish to view (by any of the methods described) and the **Sign off Complaint** dialog will appear; all fields are read-only.
3. The **History** page shows all events in the complaint's life-cycle so far and in the bottom right-hand corner is the **Sign-off Progress** button; click on this to find out who has and who has not signed off the complaint. If a user has not yet made a decision, this will also be noted.

7.4 Purging a complaint

This dialog allows a complaint that has been rejected at the assessment stage (whose status will be Pending assessment purge) or successfully signed off (whose status will be Pending sign-off purge) to be removed from the database.

Purging a complaint removes it totally from the system along with all its corrective actions and history log; access to this menu item should therefore be strictly controlled.

1. Select **Control** from the main Customer Care menu.
2. Choose **Purge Complaint** from its pull-down menu; **Select Complaint to Purge** will appear.

3 Search for the appropriate complaint to purge, using any method described in Selecting a complaint. The **Purge Complaint** dialog will then appear.

All pages are read-only. Any attachments may be viewed by users with View rights via the Attachments button. Likewise NCRs may be viewed by users with access rights by clicking on the **View NCR** button.

Full contact details may be viewed by clicking the button alongside the **Contact** field.

4 Check that you have selected the correct complaint and if you are sure you want it to be removed from the database click on the **Purge** button.

What happens next?

The complaint will be totally removed from the system along with all its corrective actions and history log - it will be as if it had never existed.

If you decide not to purge the complaint, click on **Close** and the complaint will remain in the system (under **Control | Purge Complaint** and **Complaint | View Complaint**) indefinitely.

8 Quick Complaint Wizard

The main complaint cycle has been designed to cope with all likely customer care problems but the Customer Care module also incorporates a **Quick Complaint Wizard**.

This provides a way for complaints to be recorded and processed from start to finish in one dialog with several easy steps. This can be extremely useful for smaller companies and also where complaints have already been dealt with and simply need recording in the system.

This section discusses the Quick Complaint Wizard only very briefly as each step is fully explained on screen as you work your way through.

Companies wishing to use only the more comprehensive processing cycle can switch off the Wizard menu option (**System Manager module | Access menu**), which will deny all personnel access to it. It is also possible to design a mixed approach, where perhaps only the Quality Manager, for instance, has access to the Wizard.

Using the Wizard...

1 Select **Complaint** from the main Customer Care menu.

2 Choose **Quick Complaint Wizard** from its pull-down menu.

3 Read the two sections on screen and click on **Next>>** to go on to record the complaint.

As you work through the Wizard you will still need to enter certain information using Search buttons or drop-down menus. This information originates from the **Customer** and/or **Settings** menus and may still have to be set up there before recording any complaints using the Wizard.

8.1 Recording the complaint

The windows echo the main **Report Complaint** dialog; the first window has the same five mandatory fields. This means that complaints recorded using the Wizard will be in the same format as those reported using the full processing cycle.

1 Read the instructions at the bottom of the **Complaint Summary** dialog.

2 Complete the five mandatory fields to enable the **Next>>** button. **NB**. If you select only the check box marked *Individual* then the mandatory **Customer** field will close.

See Date button for full details on how to use this short-cut. Remember to put the cursor in front of the appropriate hours, minutes or seconds if entering the Time using the up/down arrows.

3 Click on the **Next>>** button when you are ready to move on.

The **Complaint Details** dialog has further information fields but these are non-mandatory.

4 Use drop-down menus or Search buttons to select any further information to record. Providing that you have the necessary access rights, files may be attached to the complaint (and edited or removed) via the Attachments button. The **Document** field can only be used if you have the Document Control module installed.

5 Click **Next>>** when you are ready to move on.

The next two windows allow you to record further information regarding the complaint if required (none are mandatory).

6 Read the information at the bottom of the **Description of Complaint** dialog.

7 Enter a **Description** of the complaint, if required, and click on the **Next>>** button to proceed.

8 Read the information at the bottom of the **User-Definable Complaint Analysis** window.

User-definable categories are set up in the Settings menu under **User Defined Analysis | Complaint** (see User definable analysis categories). The window will scroll when required.

9 Click **Next>>** when you are ready to proceed.

Because none of the information in either of the two windows described above is mandatory, you may click on the **Next>>** button without entering a description of the complaint or without selecting any user defined analysis.

You are now ready to enter corrective actions associated with this complaint (although this is not mandatory). See Entering corrective actions.

8.2 Entering corrective actions

Entering corrective actions is not mandatory - you may click on the **Next>>** button to move on if you do not wish to assign corrective actions. However if you do wish to record assigned corrective actions, this window functions in the same way as the **Action** page in the main **Assign Corrective Actions** dialog (see Assigning corrective actions).

Recording corrective actions

1 Complete the two mandatory fields (**Summary** and **Assignee**) and any others you require. The Attachments button takes you to the **Complaint Corrective Action Attachment Form** where users with appropriate access may add, edit or remove files relevant to the corrective action.

2 Save the action, enter any further actions, then click on **Next>>**to proceed.

When you move on to the next window (Corrective Action Search Criteria) you will see a list of all the corrective actions you have just entered; these may be searched for (using the Search button) by Action No.(F3), within the Summary (F5) or by the Date Due (F6) if the list is long.

3 Read the information at the bottom of the window.

4 Edit actions if necessary by highlighting the relevant action and pressing the **<<Back** button.

5 Click on **Next>>** when you are ready to proceed.

See: Signing off the complaint

8.3 Signing off the complaint

The final window in the Graph Wizard allows you to finish the complaint; this effectively saves the complaint as completed successfully and signs it off along with all its corrective actions.

1 In the **Complaint ready for completion** dialog read the information.

2 Click on the **Close** button and confirm **No** in order to abandon the complaint or...

3 Click on the **Finish** button to commit all the entries to the database.

What happens next ?

The Quick Wizard is always cleared of any details whenever it is closed; therefore it will always be blank and ready for use when opened up again. If you abandon the complaint nothing at all is stored; the Quick Wizard dialog is simply cleared for future use.

If you **Close** the dialog and **Save** the details of the complaint at any point after the first five mandatory fields have been entered - or you get to the end of the Wizard and hit **Finish**, the complaint is given a system-generated number and saved in **Complaint | View Complaint** and **Control | Purge**. Its status becomes ‘Pending sign-off purge’ and it can be accessed and viewed like any other complaint until purged from the system.

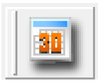
Appropriate entries are made to the history log where it is also made clear that the complaint was created using the Quick Wizard.

9 Tasks, Notifications and the Calendar

The main toolbar displays three buttons in addition to those showing Workbench modules.

The Tasks button advises personnel that they are being asked to perform a task.

The Notifications button is used to inform personnel that certain events have taken place.



The Calendar button gives direct access to a calendar that records all important events/deadlines.

9.1 Messages generated by the Customer Care module

	Message & Type	When Sent	Sent to	Supersedes
1	Complaint reported (N)	When a complaint is reported	Notification list for complaint if rules are in use; else any user with access rights	
2	Please assess complaint (T)	When a newly reported complaint is saved	Assessment list for complaint if rules are in use; else any user with access rights	
3	Complaint assessed and accepted by (N)	When the complaint is accepted	Reportee of complaint	1
4	Complaint assessed and rejected by (N)	If the complaint is rejected at the assessment stage	Reportee of complaint	
5	Complaint severity changed to <level> (N)	If the complaint severity level of an assessed and open complaint is changed	Complaint actionee(s); owner if not the person who changed the severity level	
6	Complaint severity cleared (N)	When a complaint severity level is cleared using the ' Change Complaint Severity' dialog	Complaint owner	
7	Please process complaint (T)	When a complaint has been accepted	Complaint owner	
8	Please process complaint action (T)	When a new action has been assigned by the complaint owner	Action assignee	
9	Complaint action assigned to another user (N)	When a corrective action has been re-assigned by the complaint owner	Original action assignee	8
10	Complaint action rejected (N)	If the assignee of an action rejects it	Complaint owner (not sent if complaint owner and action assignee are the same user)	

11	Complaint action accepted (N)	When the assignee of an action accepts it	Complaint owner (not sent if complaint owner and action assignee are the same user)	
12	Complaint action completed (N)	When the owner of an action completes it	Complaint owner (not sent if complaint owner and action assignee are the same user)	
13	Complaint action overdue (N)	When an action has reached its completion date	Complaint owner (not sent if complaint owner and action assignee are the same)	
14	All CAs completed. Complaint ready for final review.	When all actions for the complaint have been completed	Complaint assignee	
15	Complaint sent for sign-off (N)	When final review has taken place	Sign-off list for notification if rules are in use; else users with menu access	7
16	Please sign off complaint (T)	When final review has taken place	Sign-off list for task if rules are in use; else users with menu access	
17	Complaint rejected at sign-off stage by (N)	If one person on the sign-off list rejects the complaint	Complaint owner plus Sign-off list for notification if rules are in use	16
18	Complaint accepted at sign-off stage by (N)	When a person on the sign-off list signs off	Complaint owner	
19	Complaint sign-off complete (N)	When all on the sign-off list have signed off	Complaint owner plus Sign-off list for notification if rules are in use	
20	Complaint escalated to response band (N)	When a complaint is escalated through a response band	Complaint owner	7
21	Complaint escalated at highest response band (N)	When a complaint is escalated to the next response band	Notification list on the response band is reached	
22	Complaint overdue (N)	When response bands are not being used and the date and time due for the complaint (if set) has been reached	Complaint owner	
23	Please accept transfer request for complaint (T)	When a transfer request has been raised for a complaint	Potential complaint owner(s)	
24	Please accept complaint escalated to response band (T)	When a complaint is escalated to a response band	Potential complaint owner(s)	
25	Complaint transfer request accepted by (N)	When a transfer request has been accepted	Original complaint owner	23
26	Complaint transfer request rejected by (N)	When a transfer request has been rejected	Original complaint owner	
27	Please accept transfer request for complaint action (T)	When a transfer request has been raised for an action	Potential action owner(s)	
28	Complaint action transfer request accepted by (N)	When a transfer request has been accepted	Original action owner	27
29	Complaint action transfer request rejected by (N)	When a transfer request has been rejected	Original action owner	

9.2 Customer Care and the calendar

The calendar shows all Customer Care tasks with a due date. These entries can't be dragged and dropped but will invoke the appropriate dialog from the day view. Once the action is completed it is greyed out unless it is rejected. An alert is also sent by the **Assign Corrective Action** dialog whenever the date is changed to allow other machines to update their calendars to indicate the new status.

Customer Care task messages shown on the Calendar

The following task messages appear on the calendar on relevant dates, providing that a due date has been specified.

- Please assess complaint <number>
- Please process complaint <number>
- Please process complaint <number> action <number>
- Please sign off complaint <number>
- Please accept transfer request for complaint <number>
- Please accept transfer request for complaint <number> action <number>
- Please accept complaint <number> transferred / escalated to response band

10 Reports

The Customer Care module supports a range of reports that can be used for a variety of purposes from, for example, basic customer listing by region through to a sophisticated Graph Wizard that will compile and display graphically the number of complaints reported within a certain date range. These complaints can be filtered to allow further investigation, such as, by type or severity.

Suggestions as to how you might use reports are given for each one but these should be seen as a starting point only. As you become more familiar with the scope of the module you will hopefully find many varying uses for the reports and the different ways in which they can present vital information.

All reports can be simply viewed, sent to file or printed out.

10.1 Customer listing

The Customer Listing report provides information on all or any recorded customers and allows you to select them by Name, Search Code, Postcode, Region or Account manager.

This may be extremely useful, for example, for compiling a list of all customers in a specific region or those serviced by a particular account manager.

Setting up a Customer listing report

1 Click on **Reports** in the main Customer Care menu.

2 Choose **Customer Listing** from its pull-down menu.

3 Select the relevant criteria by typing in known details or use the Search button to select postcodes, regions or account manager.

4 Select the relevant Report Options for ordering the report, for how/where you wish to view the report (see Viewing, printing or saving reports) and what details should be shown on it (if any).

5 Click **OK** to compile the report.

10.2 Report options

Report options shown at the bottom of report dialogs allow you to organise records in a variety of ways so that the information given can be as focused and as useful as possible. Options vary slightly with each report to reflect the information offered, but will be from the following:-

- **Order by** - choose how the reported list should be ordered by selecting from the drop-down menu.
- **Destination** - choose where to send the report - to the screen for viewing, to the printer or to file. See Viewing, printing or saving reports.
- Tick the **Print Attachment information?** if you want this information to appear on the reports.
- Tick the **Print Date/time produced?** check box if you want the date and time that the report was created, to appear on the actual report.

10.3 Complaint listing

The Complaint Listing report allows you to view a list of complaints that fall into certain categories chosen from a wide criteria range. This can be useful, for example, for quality managers to check whether certain types of complaint are recurring or to see if complaints with a specific status are being processed quickly enough.

Setting up a Complaint Listing report

1 Click on **Reports** in the main Customer Care menu.

2 Choose **Complaint Listing** from its pull-down menu.

3 Select the relevant criteria by typing in known details or using the drop-down menus and/or Search buttons.

   Number - to search on specific complaints, type in the complaint number (chosen from the Range given alongside); then, from the drop-down menu, choose = to (ie. only that complaint); > = to (higher than or equal to) or < = (lower than or equal to) the specified complaint number.

   Summary - by typing in any known word(s) used in complaint summaries the report will show all complaints that contain the selected word in their summary.

4 Select the relevant Report Options for ordering the report, for how or where you wish to view the report (see Viewing, printing or saving reports) and the details to be shown (if any).

5 When all required criteria have been selected, click **OK** to compile the report.

10.4 Action listing

The Action Listing report allows you to view a list of actions that fall into certain categories chosen from a wide criteria range. This can be useful, for example, for managers to check the work-load of specific personnel or for any user to check their current work-load.

Setting up an Action Listing report

1 Click on **Reports** in the main Customer Care menu.

2 Choose **Action Listing** from its pull-down menu.

3 Select the relevant criteria by typing in known details or using the drop-down menus and/or Search buttons.

   Complaint - to search on specific complaints, type in the complaint number (chosen from the Range given alongside); then, from the drop-down menu, choose = to (ie. only that complaint); > = to (higher than or equal to) or < = (lower than or equal to) the specified complaint number.

   Summary - type in any known word(s) used in complaint summaries. The report will show all actions attached to a complaint that has the selected word used in its summary.

4 Select the relevant Report Options for ordering the report, for how/where you wish to view the report (see Viewing, printing or saving reports) and the details to be shown on it (if any).

5 Click on **OK** to compile the report.

10.5 Complaint detail

The Complaint Detail report dialog is exactly the same as the Complaint Listing dialog; however the information that appears on the report is far more detailed. Every aspect of the complaint and its actions (if any) are listed in the Complaint Detail report, allowing users to check every part of the complaint, personnel involved and its progress.

Because of the amount of detail given, these reports may be many pages long.

Setting up a Complaint Detail report

1 Click on **Reports** in the main Customer Care menu.

2 Choose **Complaint Detail** from its pull-down menu.

3 Select the relevant criteria by typing in known details or using drop-down menus and/or Search buttons.

Number field - to search on specific complaints, type in the complaint number (chosen from the Range given alongside); then, from the drop-down menu, choose = to (ie. only that complaint); > = to (higher than or equal to) or < = (lower than or equal to) the specified complaint number.

Summary - by typing in any known word(s) used in complaint summaries the report will show all complaints that contain the selected word in their summary.

4 Select the relevant Report Options for ordering the report, for how/where you wish to view the report (see Viewing, printing or saving reports) and the details to be shown on it (if any).

5 Click on **OK** when you have selected the relevant search criteria.

10.6 Complaint Graph Wizard

The Customer Care Graph Wizard allows you to display graphically the number of complaints reported within a certain date range. The dialog consists of three windows that are self-explanatory; by reading the simple instructions given on each window you will be able to compile a variety of graphs giving vital planning and monitoring information in an immediate and powerful visual format.

Setting up a complaints graph using the Graph Wizard

1 Click on **Reports** in the main Customer Care menu.

2 Choose **Graph Wizard** from its pull-down menu.

3 Read the instructions on the Introduction window and click **Next>>** to start building a graph.

On the **Filter Field and Values** window, the **Filter Field** is not mandatory; you may click **Next>>** to move on to the third window.

If you do choose to select a Filter Field, it should be set to the field to be searched on (select from the drop-down menu). The **Filter Values** field then become mandatory and you must now select at least one value from the drop-down menu.

4 Click on **Next>>** when you have set up the filter (if used).

5 On the **Selection Criteria** window select the **Date** range (mandatory) and any other relevant criteria. If you have selected one or more Filter Fields in the previous window, the chosen field(s) will not appear on the Selection criteria.

6 Click the **Graph** button when you are ready to compile the graph.

The **Options** menu on the graph allows you to rename the graph if required.

The buttons below the Options menu allows you to show complaints on a daily, weekly, monthly, quarterly or yearly basis - press the appropriate button.

The chosen Field Value(s) are listed at the right hand side of the graph; (if more than one, each will appear in a different colour on the chart).

7 To send the graph to printer or file, select either destination from the drop-down menu and click on **Send**. Colours shown on screen will appear as shades of grey (up to eight different shades) when printing out in black and white.

10.7 User defined reports

For users with appropriate access, this dialog gives read-only access to the **ReportQuest** module (if you have it installed).

Please refer to the ReportQuest Help system for full details on this module.

10.8 Viewing, printing or saving reports

An Information message will appear when no records can be found which meet the search criteria that you have set up. If you still wish to find records that may match your criteria closely, go back to the selection criteria window and broaden your original selection.

When there are records that match your search and depending on which report destination you chose, ie. Screen (print preview), Printer or File, either the Print Preview or the Print dialog will appear.

Screen (print preview)

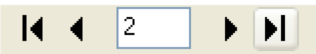
The **Print Preview** dialog will appear when you select the Screen (print preview) destination option for a report (or in any other dialog). If you hold the pointer tool at the bottom of the toolbar, yellow pop-up bars will appear, explaining the feature of each button.

The Print icon allows you to print any material shown in the print preview.

By clicking on the middle of the three magnification buttons, the page will be shown full width.

By clicking on the right of the three magnification buttons, the page will be shown at actual size.

The left magnification button shows the whole page.



The outside arrows take you back to the first page or on to the last.

The single arrows allow you to turn the pages of a report backward or forward.

The number of the current page is shown in the centre.

If, in Report Options, you ticked *Print Date/time produced?* this information will appear on the report itself.

After previewing, use the **Close** button to close the record or print it by clicking on the small printer icon in the top left hand corner. If you elect to print, the **Print** dialog will appear.

Printer

If you selected the **Printer** destination on Report Options or clicked on the print icon in Print Preview, the **Print** dialog will appear. It may differ according to the type of printer you have installed and in some cases you will not have the option to *Print to File*.

1 Configure the printer if necessary.

2 Select the number of copies required and the Page Range.

3 Click **OK** to print the report.

In most instances you may still print to file from this dialog; to do this, click in the *Print to file* check box and then select the type and destination of the file (see **File**, below).

Each report will differ slightly according to the type and information shown but all will follow a similar format. All printed reports are A4 and have a wide left hand edge margin for binding.

File

If you chose the **File** destination option in Report Options the **Print** dialog will appear with the *Print to file* check box in the bottom part of the dialog already checked.

1 Tick the *Print to file* check box if it is not ticked.

2 Select the **Type** of file required from the drop-down list; this list may differ depending on the computer / network system you have installed.

3 Enter **Where** to save the file or select its destination using the **…** button.

4 Click **OK** to save to file in the selected destination (from where it may be e-mailed in the selected format if required.

11 Menus at a glance

This explains briefly, the purpose and scope of each menu item in the Customer Care module.

File

Where Am I? Allows you to verify the currently selected database. This is also displayed at the lower right side of the Workbench main window.

Who Am I? Shows your current Login ID and whether access rights are granted individually or via templates.

Login to Database... Here you may switch to another database without having to exit the system and re-enter. You will, however, still have to log in to the new database as users may have different access rights between databases. If you are already logged in to the system and wish to change who you are logged in as, whilst still connected to the same database, do so here.

User Preferences... If viewed in its entirety, this is a four-page dialog allowing you to set up various preferences covering the look and workings of your own machine. Here you may also change your own password and decide which other user(s) should be allowed to process tasks on your behalf, in case of absence. However, access to this menu item and to each individual page is controlled by the system administrator so the whole menu item or aspects of it may not be present.

View Issued Document... Allows you to view issued documents to which you have access (appears only when the Document Control module is also installed).

Quick document links Providing that the Document Control module is installed, the Use document quick launch facility setting is set in the Workbench Configuration Centre | Workflow Settings (New User/Personal) and the Number of links... setting is set between 1 and 10, then the last viewed documents (up to a maximum of 10 and dependent on the Number of links setting) will also be available for viewing here. They will be listed most recent first.

Workstation Settings... Allows the setting up of a default database and login that are automatically selected on future start-up. The default dictionary is also set here. Finally you may select which Workbench server to connect to and, optionally, whether the list of servers displayed should be restricted to only those that are running.

Exit Exit the program. A confirmation message is displayed first.

Complaint

Items under this menu heading are concerned with reporting and viewing complaints.

Report Complaint… Allows the reporting of a complaint.

Report Assessed Complaint… Allows the reporting of a complaint that has already been assessed. This function would normally be used by those with the relevant authority and it will ask for a password for verification.

Quick Complaint Wizard… Allows the processing of a complaint from start to finish. Would normally be used for recording complaints that have already been dealt with.

View Complaint… All complaints can be viewed here. This is useful for confirming the status and/or progress of either a complaint or a corrective action.

Control

All menu items within the Control menu relate to administering the complaint and processing actions.

Edit Complaint Description… Allows the description field of a complaint that is pending assessment, to be edited by the administrator or the user who reported the complaint. Users with appropriate access rights may also add, edit and remove Attachments.

Assess Complaint… Allows a reported complaint to be either accepted or rejected.

Change Complaint Severity… Allows an assessed complaint to have its severity level changed.

Assign Corrective Action… Allows the assigning of actions to accepted complaints, and operation of the User Defined Complaint Action button. It is also possible to append descriptions of complaints.

Process Corrective Action… All assigned actions can be processed in this menu item. You can accept, reject and also complete actions here.

Abandon Corrective Action… Actions that have been rejected in ‘Process Corrective Action’ can be abandoned altogether here. Once an action is abandoned it may only be viewed, it cannot be re-opened.

Re-assign Corrective Action… Allows the owner of a parent complaint to re-assign the ownership of an accepted child action.

Re-open Corrective Action… An action that has been completed can be re-opened here for further assessment.

Complaint Final Review… After all actions have been completed or abandoned (or if none were ever assigned), the complaint is available for final review. If the complaint is marked as Complete here it can then be signed off.

Sign-Off Complaint… Complaints that have been through the final review process can be signed off here. Rejecting a complaint at this stage re-opens the complaint in order that further actions may be assigned. A verification password will be asked for before the complaint can be signed off.

Purge Complaint… Complaints that have been rejected at the assessment stage, or have been signed off, can be purged here. Purging a complaint removes all traceability from the system; this should therefore be strictly administrated.

Transfer

This menu allows the transferring of ownership of complaints or actions.

Raise Request… Allows the owner of an Open complaint or an Accepted action to attempt to transfer (manually) the ownership to other users of the system.

Open Request… Here, the raised transfer requests (whether raised manually or by escalation) can be viewed (if the potential transferee has the necessary access rights) and accepted or rejected by the potential transferee.

Settings

Information likely to be used when reporting a complaint or assigning actions can be set up here.

Complaint | Type… Allows you to create and edit records of different types of complaint, eg. Overcharged, Wrong size, Late delivery.

Complaint | Transfer Reason… Explanations for transferring a complaint can be created and maintained here, eg. Change in roles.

Complaint | Severity… The Severity of complaints can be set up here using a description and a weighting field.

Product… Allows you to create and edit product records of goods, either manufactured in-house, or externally supplied.

Suppliers… Here you may create new records and maintain existing records of suppliers/contacts of externally supplied goods.

Customer | Maintain… Allows you to create and maintain records of customers (either companies or private individuals).

Customer| Region… Allows you to create and edit records of regions for use when maintaining customers.

Customer | Search for Contact… All contacts are stored here whether they belong to a company or are a private individual. You can search for a particular contact using different options.

Customer | Move Contact… Here, you can move existing contacts between different companies, from a Private Individual into a new company or from an existing company to a Private Individual, retaining all or only part of the contact's personal information as required.

Rules The following three options will only be visible if the *Use customer care business rules* workflow setting is switched on in the **Workbench Configuration Centre**.

Rules | Default Business Rules… Default Business Rules define which users will be notified or sent task requests when Customer Care business rules are turned on, and where settings as defined in Business Rules are not met.

Rules | Business Rules… Business Rules define which users will be notified or sent tasks when Customer Care business rules are turned on and the specified conditions are met.

Rules | Response Band… Response Bands define the way in which escalations and transfer requests will occur. When a complaint is escalated, the conditions set in the band that it is escalated to will be used, defining which users will be notified of an escalation (Notification), and which users will be offered the opportunity of adopting the ownership of a complaint (Task).

Action | Type… Allows you to create and edit records of different types of actions, for example, Refund, Replace, Contact supplier.

Action | Transfer Reason… Explanations for transferring an action can be created and maintained here, for example, Absenteeism.

User Defined Analysis | Customer… Allows the creation of user-definable analysis categories for Customers. These can be accessed through the Maintain Customer dialog.

User Defined Analysis | Contact… In addition to using user-definable analysis for customer records, additional user-definable analysis categories can be set up for individual contacts. This could be used for storing personal information.

User Defined Analysis | Complaint… User-definable analysis categories may also be set up for use when reporting a complaint.

User Defined Analysis | Suppliers… Allows the creation of user-definable analysis categories for suppliers.

Reports

Customer Listing… Offers a range of selection criteria in order to produce a report on all or selected customers.

Complaint Listing… Offers a range of selection criteria in order to produce a report on all or selected complaints. The report includes basic complaint information only.

Action Listing… Offers a range of selection criteria in order to produce a report on all or selected actions.

Complaint Detail… Uses the same selection criteria as the Complaint Listing report but brings back full complaint details including all associated action details.

Graph Wizard… Allows you to graphically display the number of complaints reported within a certain date range using selected criteria such as Product, Severity, Type or Department.

User Defined Reports… Gives read-only access to reports generated by Workbench ReportQuest (if installed).

Module

In this menu you may gain quick access to any other installed Workbench modules.

Audits You will only be able to use this menu item if you have the Audits module installed. If so, please refer to the Audits Help system for full details on its purpose and function.

Customer Care You will only be able to use this menu item if you have the Customer Care module installed. If so, please refer to the Customer Care Help system for full details on its purpose and function.

Document Control You will only be able to use this menu item if you have the Document Control module installed. If so, please refer to the Document Control Help system for full details on its purpose and function.

Nonconformities You will only be able to use this menu item if you have the Nonconformities module installed. If so, please refer to the Nonconformities Help system for full details on its purpose and function.

Personnel This module is installed as an integral part of all modules and facilitates all aspects of personnel administration on the system.

ReportQuest You will only be able to use this menu item if you have ReportQuest installed. If so, please refer to the ReportQuest Help system for full details on its purpose **and function.**

System Manager This module is installed as an integral part of all modules. It allows the system administrator to define and maintain all global system settings, manage individual user access to Workbench and to arrange user logins and passwords.

Test and Calibration You will only be able to use this menu item if you have the Test & Calibration module installed. If so, please refer to the Test and Calibration Help system for full details on its purpose and function.

Training You will only be able to use this menu item if you have the Training module installed. If so, please refer to the Training Help system for full details on its purpose and function.

Help

Contents Gives access to the Table of Contents for on-line Help.

Topic Search Gives an alphabetic index of all Help entries and allows you to type in and search for specific topics.

How to Use Help Explains how to use the Help system effectively.

About Workbench Gives information on the version of Workbench and the number / usage of licences.

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